

Fallon County, Montana

Community Health Services Development Community Health Needs Assessment Report

Survey conducted by Fallon Medical Complex
Baker, Montana

In cooperation with
The Montana Office of Rural Health

November 2011



MONTANA
STATE UNIVERSITY

Office of Rural Health
Area Health
Education Center

**Fallon Medical Complex
Community Needs Assessment and Focus Groups
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**Fallon Medical Complex Community Survey
Summary Report
November 2011**

I. Introduction

Fallon Medical Complex is a 25-bed Critical Access Hospital based in Baker, Montana and is a public non-profit organization. Fallon Medical Complex is a sole community healthcare provider for a rural population in excess of 7,200 people spread over seven counties (Fallon, Carter, Wibaux, and part of Custer Counties in Montana, and Slope, Golden Valley and part of Bowman Counties in North Dakota). Fallon Medical Complex participated in the Community Health Services Development Project administrated by the Montana Office of Rural Health and the National Rural Health Resource Center (NRHRC) in Duluth, Minnesota. A part of this project is community engagement. This includes a health care service survey and focus groups.

In the summer of 2011, the community in Fallon County and the hospital's service area was surveyed about their health care system. This report shows the results of the survey in both narrative and chart formats. At the end of this report, we have included a copy of the survey instrument (Appendix B). Readers are invited to familiarize themselves with the survey instrument and then look at the findings. Our narrative report touches on the highlights while the charts present data for virtually every question asked.

II. Survey Methodology

Survey Instrument

In August 2011, surveys were mailed out to the residents of Fallon Medical Complex's service area. The survey was based on a design that has been used extensively in the states of Washington, Wyoming, Alaska, Montana and Idaho. The survey was designed to provide each facility with information from local residents regarding:

- Demographics of respondents
- Hospitals, primary care providers and specialists used and reasons for selection
- Local health care provider usage
- Services preferred locally
- Perception and satisfaction of local health care

Sampling

Fallon Medical Complex provided the National Rural Health Resource Center with a list of outpatient and inpatient admissions. Those zip codes with the greatest number of admissions were selected to be included in the survey. A random list of 740 residents was then selected from Prime Net Data Source. Residence was stratified in the initial sample selection so that each area would be represented in proportion to the overall served population and the proportion of past admissions. (Note: Although the survey samples were proportionately selected, actual surveys returned from each population area varied, which may result in slightly less proportional results.)

Three focus groups were held to identify the motives of local residents when selecting health care providers and discover reasons why people seek health care services outside the Baker area. It was intended that this research would help determine the awareness of local programs and services, as well as the level of satisfaction with local services, providers, and facilities.

Survey Implementation

In August, the community health services survey, a cover letter from the National Rural Health Resource Center with the hospital Chief Executive Officer’s signature on Fallon Medical Complex’s letter head and a postage paid reply envelope were mailed to 740 randomly selected residents in the targeted region. A news release was sent to local newspapers prior to the survey distribution announcing that Fallon Medical Complex would be conducting a community health services survey throughout the region in cooperation with the Montana Office of Rural Health.

As shown in the table below, 231 surveys were returned out of 740. Of that 740, 1 survey was returned undeliverable for a 31% response rate. From this point on, the total number of surveys will be out of 739. Based upon the sample size, we can be 95% confident that the responses to the survey questions are representative of the service area population, plus or minus 4.95%.

III. Survey Respondent Demographics

A total of 739 surveys were mailed first class. Two hundred and thirty-one surveys were completed for a 31% response rate. The following tables indicate the demographic characteristics of the survey respondents. Information on location, gender, age and employment status is included. Percentages indicated on the tables and graphs are based upon the total number of responses for each individual question, as some respondents did not answer all questions.

Place of Residence (Question 36)

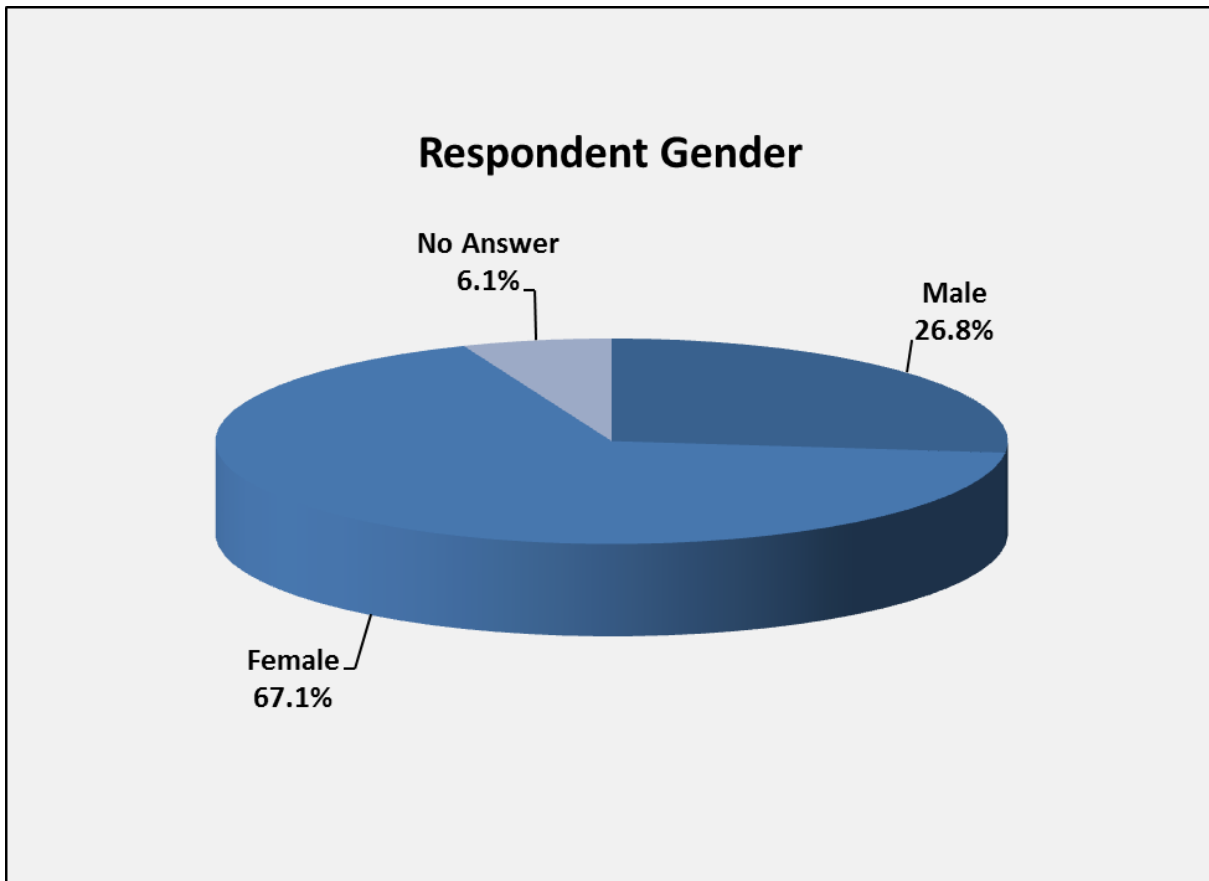
While there are some large differences in the percentages below, the absolute differences are small. The returned surveys are skewed toward the Baker population where most of the services are located.

Location	Zip Code	Count	Percent
Baker	59313	166	71.9%
Plevna	59344	20	8.7%
Wibaux	59353	19	8.2%
Ekalaka	59324	7	3.0%
Willard	59354	6	2.6%
Marmarth, ND	58643	4	1.7%
Beach, ND	58621	2	0.9%
Golva, ND	58632	1	0.4%
Ismay	59336	1	0.4%
No Response		5	2.2%
TOTAL		231	100%

Gender (Question 37)

N= 231

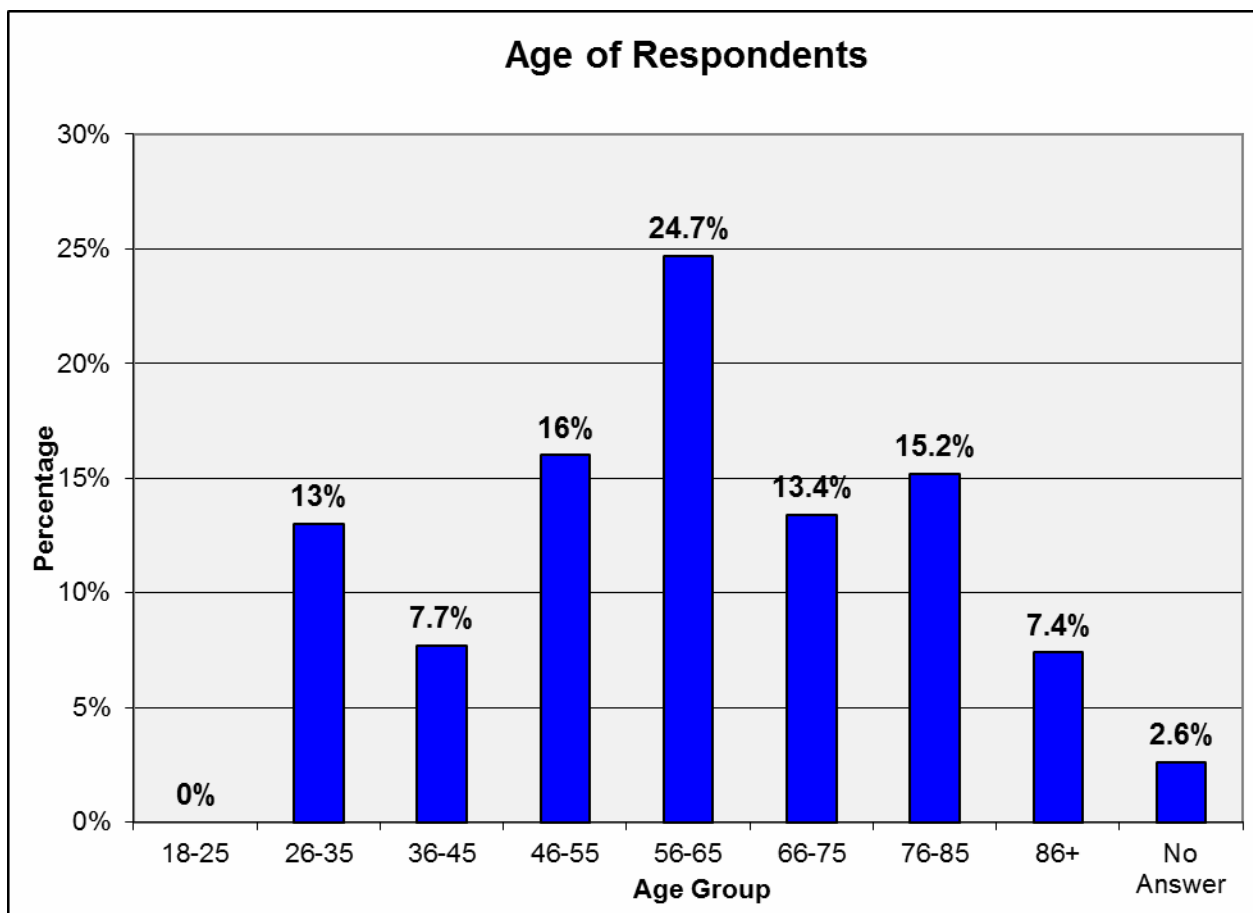
Of the surveys returned, 67.1% (n=155) of survey respondents were female; 26.8% (n=62) were male and 6.1% (n=14) chose not to answer this question. The survey was distributed to a random sample consisting of 50% women and 50% men. It is not unusual for survey respondents to be predominantly female, particularly when the survey is health care oriented since women are frequently the health care decision makers for families.



Age of Respondents (Question 38)

N= 231

Of the surveys returned, 24.7% (n=57) of respondents were between the ages of 56-65; 16% (n=37) were between the ages of 46-55 and 15.2% (n=35) were between the ages of 76-85. This statistic is comparable to other Critical Access Hospital demographics. The increasing percentage of elderly residents in rural communities is a trend which is seen throughout Montana and will likely have a significant impact on the need for health care services during the next 10-20 years. However, it is important to note that the survey was targeted to adults and therefore no respondents are under age 18. Older residents are also more invested in health care decision making, therefore are more likely to respond to health care surveys, as reflected by this graph.



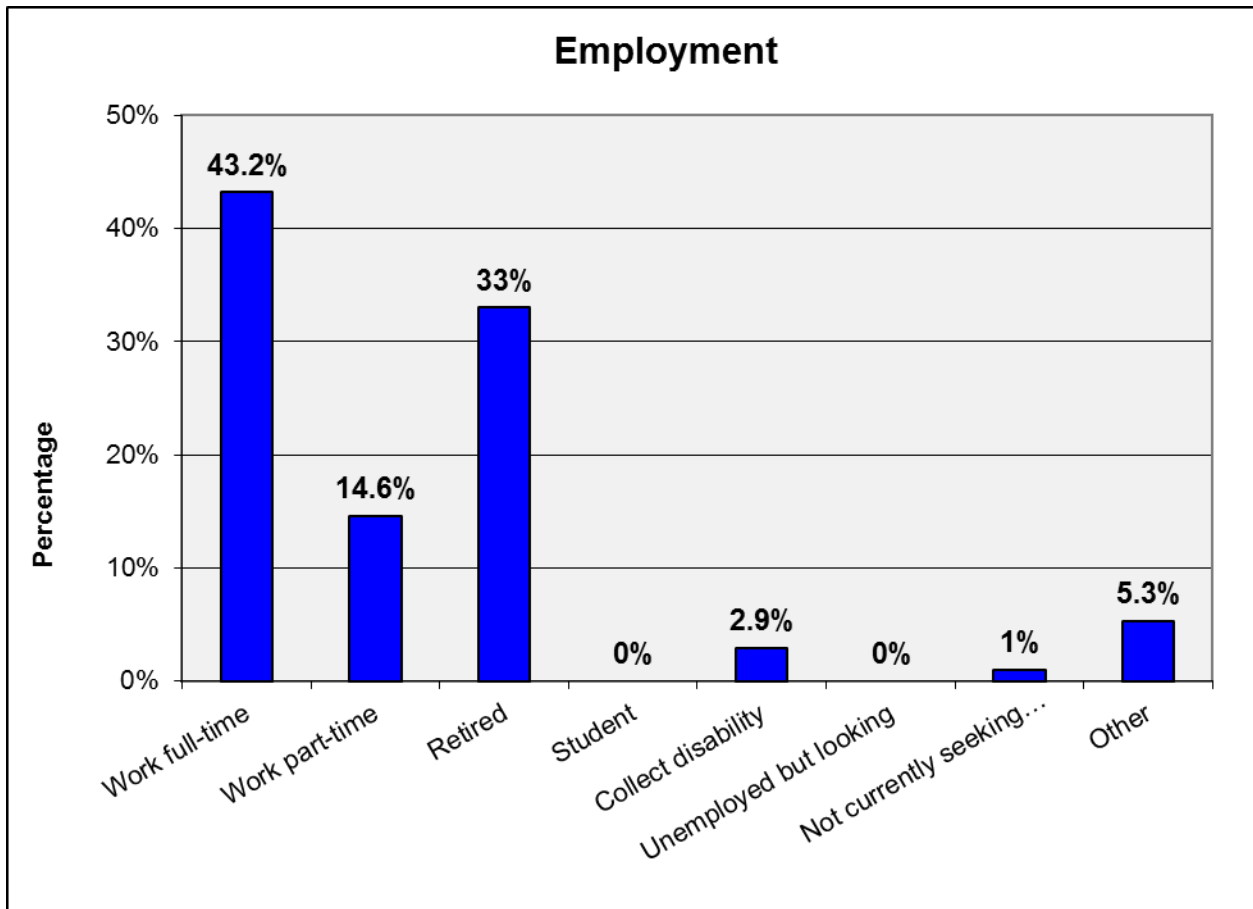
“Other” comments:

- 76-85, past Obama Care

Employment of Respondents (Question 39)

N= 206

Of the surveys returned, 43.2% (n=89) of respondents reported working full time, while 33% (n=68) are retired and 14.6% (n=30) indicated they work part time. Respondents could check all that apply, so the percentages do not equal 100%.



“Other” comments:

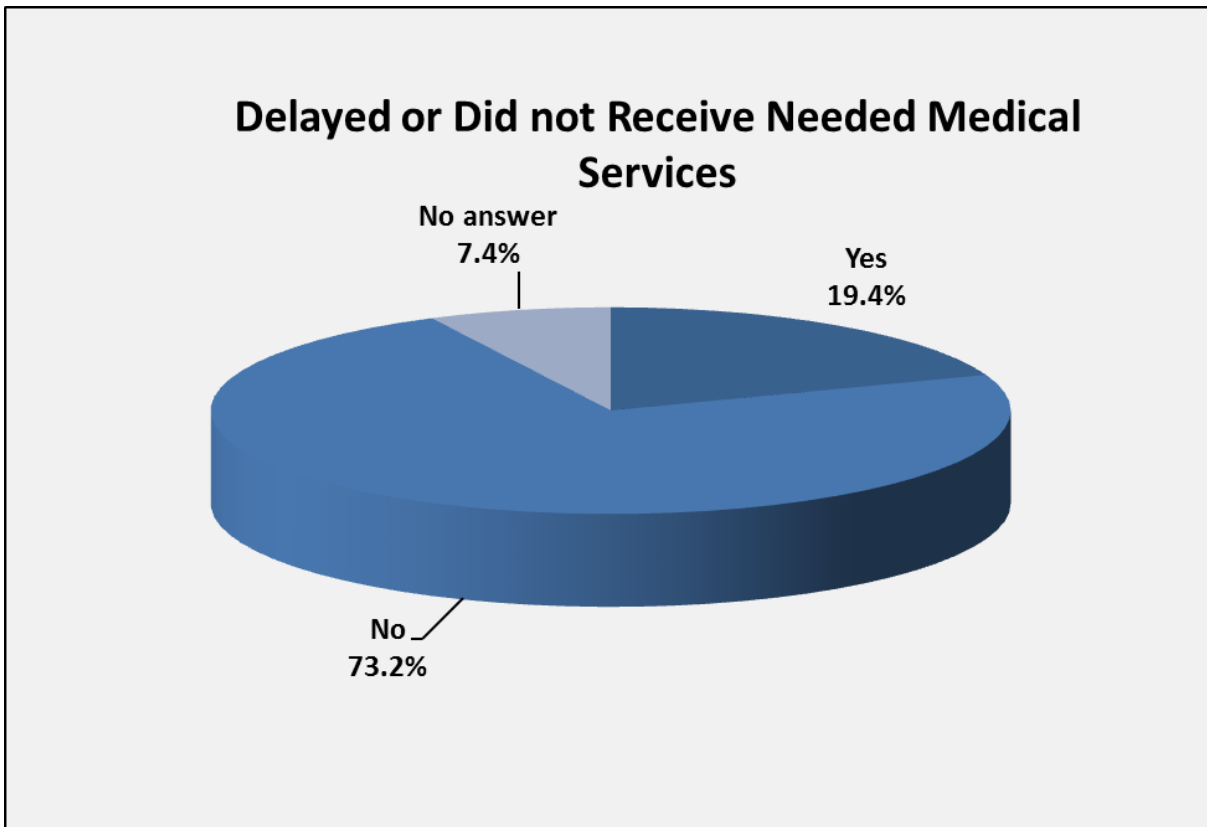
- Self employed rancher (5)
- Homemaker
- Self employed (7)
- Retired (2)
- Too old
- Paralyzed from stroke in Jan. of 2008
- Work 10 hours a week, homemaker
- Stay at home mom

IV. Survey Findings- Use of Health Care Services

Hospital Care Received During the Past Three Years (Question 1)

N= 231

Of the 231 surveys returned, 19.4% (n=45) reported that they or a member of their household thought they needed health care services, but did NOT obtain it or delayed obtaining it. Seventy-three point two percent of respondents (n=169) felt they were able to obtain the health care services they needed without delay and 7.4% (n=17) chose not to answer this question.



Reasons for NOT Being Able to Receive Services or Delay in Receiving Health Care Services (Question 2)

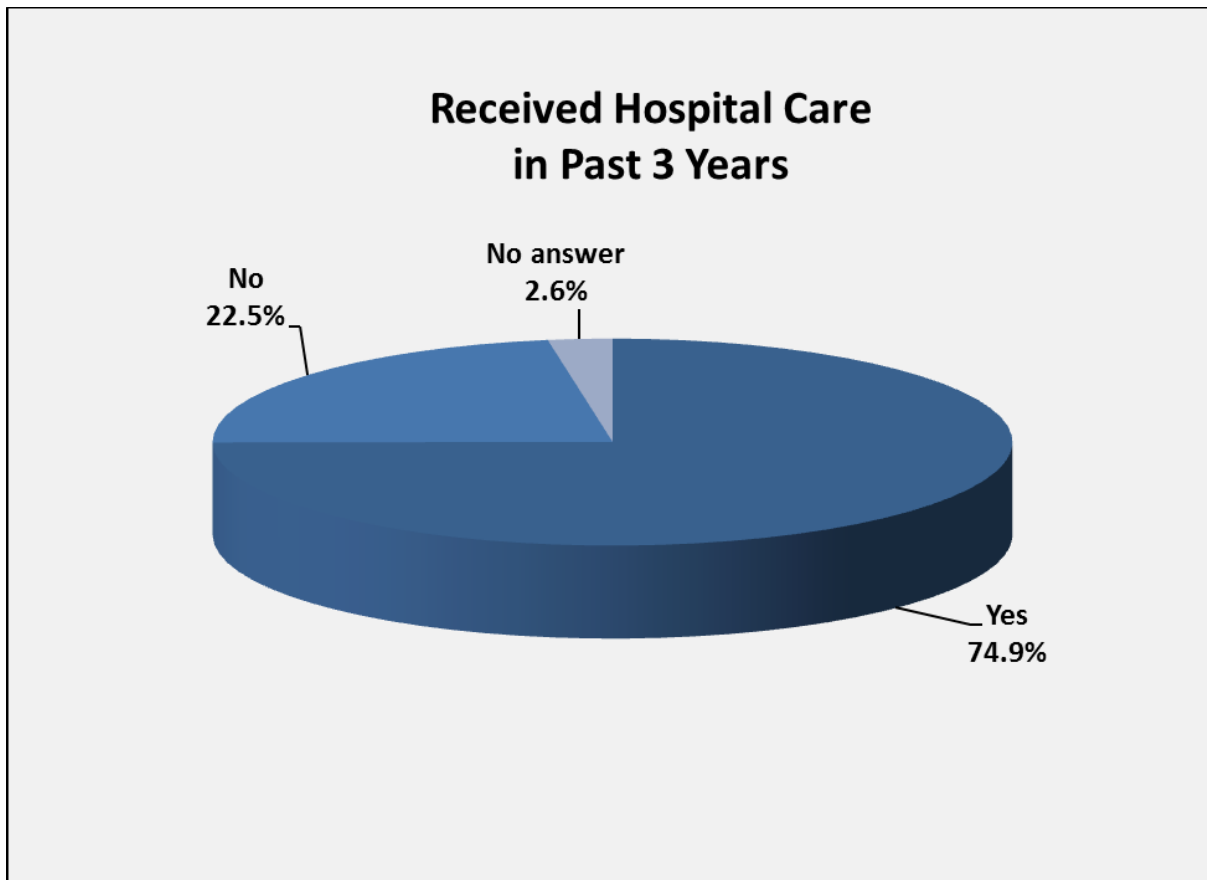
The reasons most cited why respondents were not able to receive or had a delay in receiving health care services were: “It costs too much” (42.2%, n=19), “Office wasn’t open when I could go” (35.6%, n=16) and “Don’t like doctors” (22.2%, n=10). Respondents were asked to indicate their top three choices, thus percentages do not total 100%.

Reason	Count	Percent
It cost too much	19	42.2%
Office wasn’t open when I could go	16	35.6%
Don’t like doctors	10	22.2%
It was too far to go	9	20.0%
My insurance didn’t cover it	8	17.8%
No insurance	6	13.3%
Unsure if services were available	6	13.3%
Not treated with respect	5	11.1%
Too nervous or afraid	4	8.9%
Transportation problems	4	8.9%
Could not get off work	3	6.7%
Didn’t know where to go	3	6.7%
Language barrier	0	0
Had no one to care for the children	0	0
Other	7	15.6%

Hospital Care Received in the Past Three Years (Question 3)

N=231

Of the 231 surveys, 74.9% of respondents (n=173) reported that they or a member of their family had received hospital care during the previous three years, 22.5% (n=52) had not received hospital services and 2.6% (n=6) did not answer this question.



Hospitals Used Most Often in the Past Three Years (Question 4)

N= 157

Of the 157 respondents, 54.1% (n=85) reported receiving care at Fallon Medical Complex, 17.2% (n=27) went to Glendive and 12.7% (n=20) utilized services in Miles City.

Hospital	Count	Percent
Fallon Medical Complex	85	54.1%
Glendive	27	17.2%
Miles City	20	12.7%
St. Vincent Healthcare	12	7.6%
Dickinson, ND	5	3.2%
Bismarck, ND	4	2.5%
Rapid City, SD	2	1.3%
Billings Clinic	0	0
Bowman, ND	0	0
Other	2	1.3%
TOTAL	157	100%

“Other” comments:

- VA Ft. Meade, SD
- Surgical Center, Rapids City

Hospital Services Utilized (Question 5)

N=173

For those respondents who indicated they or a family member received care in a hospital, they were asked to indicate what hospital services they utilized. The most frequently indicated service was “Laboratory tests” with 57.2% (n=99). “Emergency room” was selected by 54.9% of respondents (n=95) and “Inpatient stay” with 32.9% (n=57). Respondents were asked to indicate their top three choices, thus percentages do not total 100%.

Hospital Service	Count	Percent
Laboratory tests	99	57.2%
Emergency room	95	54.9%
Inpatient stay	57	32.9%
Radiology	52	30.1%
General surgery	30	17.3%
Physical therapy	28	16.2%
Outpatient surgery	26	15.0%
Observation	16	9.2%
Orthopedic surgery	7	4.0%
Occupational therapy	5	2.9%
Respite care	1	0.6%
Hospice	0	0
Other	16	9.2%

“Other” comments:

- OB delivery of baby
- Clinic
- Neurosurgery
- Colonoscopy
- Major surgery, back/heart
- Retina surgery
- MRI
- CT scans
- Obstetrics
- Ultrasound
- Heart

Reasons for Selecting the Hospital Used (Question 6)

Of the 173 respondents who had personal or family experience at a hospital within the past three years, the primary reason given for selecting the facility used most often was “Closest to home” at 65.3% (n=113). “Prior experience with hospital” was selected by 57.8% of the respondents (n=100) and 30.1% (n=52 each) selected “Hospital’s reputation for quality” and “Referred by physician.” Note that respondents were asked to select the top three answers which influenced their choices therefore the percentages do not equal 100%.

Reason	Count	Percent
Closest to home	113	65.3%
Prior experience with hospital	100	57.8%
Hospital’s reputation for quality	52	30.1%
Referred by physician	52	30.1%
Emergency, no choice	47	27.2%
Recommended by family or friends	25	14.5%
Closest to work	23	13.3%
Required by insurance plan	11	6.4%
Cost of care	6	3.5%
More privacy	5	2.9%
VA/Military requirement	1	0.6%
Other	8	4.6%

“Other” comments:

- OB delivery of baby
- No option
- More personal care than in the big city hospitals
- The specialist’s reputation for quality at the hospital
- My current healthcare provider
- Great place to be sick

Cross Tabulation of Hospital and Residence

Analysis was done to compare respondents' most utilized hospital services in the past three years with where they live by zip code. The chart below shows the results of the cross tabulation. Hospital location is along the top and residence is along the side.

LOCATION OF MOST OFTEN UTILIZED HOSPITAL BY RESIDENCE

	Fallon Medical Complex	Miles City	Glendive	St. Vincent Healthcare	Billings Clinic	Bowman ND	Bismarck ND	Dickinson ND	Rapid City SD	Other	Total
Baker 59313	67 (58.3%)	15 (13%)	17 (14.8%)	10 (8.7%)			2 (1.7%)	1 (0.9%)	2 (1.7%)	1 (0.9%)	115
Ekalaka 59324	3 (75%)	1 (25%)									4
Plevna 59344	7 (53.8%)	3 (23.1%)	3 (23.1%)								13
Wibaux 59353	2 (15.4%)		6 (46.2%)	2 (15.4%)			1 (7.7%)	2 (15.4%)			13
Ismay 59336		1 (100%)									1
Willard 59354	4 (80%)									1 (20%)	5
Golva, ND 58632								1 (100%)			
Beach, ND 58621	1 (50%)							1 (50%)			2
Marmarth, ND 58643	1 (50%)						1 (50%)				2
TOTAL	85 (54.5%)	20 (12.8%)	26 (16.7%)	12 (7.7%)	0	0	4 (2.6%)	5 (3.2%)	2 (1.3%)	2 (1.3%)	156

Cross Tabulation of Hospital and Reason Selected

Analysis was done to compare respondents' most utilized hospital with why they selected that hospital. The chart below shows the results of the cross tabulation. Reason hospital was selected was a multiple response item, thus totals cannot add up to 100%. Hospital location is across the top of the table and reason for selection is along the side.

LOCATION OF MOST UTILIZED HOSPITAL BY REASONS HOSPITAL SELECTED

	Fallon Medical Complex	Miles City	Glendive	St. Vincent Healthcare	Billings Clinic	Bowman, ND	Bismarck, ND	Dickenson, ND	Rapid City, SD	Other	Total
Cost of care	2 (40%)	1 (20%)	1 (20%)	1 (20%)							5
Closest to home	84 (79.2%)	8 (7.5%)	6 (5.7%)	3 (2.8%)			2 (1.9%)	3 (2.8%)			106
Closest to work	17 (77.3%)	1 (4.5%)	3 (14%)				1 (4.5%)				22
Emergency, no choice	34 (75.6%)	2 (4.4%)	4 (8.9%)	2 (4.4%)			1 (2.2%)	2 (4.4%)			45
Hospital's reputation for quality	11 (25.6%)	8 (18.6%)	13 (30%)	6 (14%)			2 (4.7%)		1 (2.3%)	2 (4.7%)	43
Prior experience with hospital	47 (51.6%)	13 (14.3%)	17 (19%)	9 (9.9%)			1 (1.1%)	2 (2.2%)	1 (1.1%)	1 (1.1%)	91
Recommended by family or friends	3 (13.6%)	6 (27.3%)	6 (27.3%)	2 (9.1%)			2 (9.1%)	1 (4.5%)		2 (9.1%)	22
Referred by physician	11 (24.4%)	6 (13.3%)	14 (31%)	6 (13.3%)			3 (6.7%)	3 (6.7%)	2 (4.4%)		45
Required by insurance plan	4 (40%)	4 (40%)	1 (10%)	1 (10%)							10
VA/Military requirement											0
More privacy		3 (60%)		1 (20%)						1 (20%)	5
Other	3 (33.3%)	3 (33.3%)		1 (11.1%)			2 (22.2%)				9

Future Emergency Medical Services (Question 7)

N=214

Respondents were asked to indicate if they or a member of their household needed to be hospitalized in the future and which hospital they would choose. Seventy-six percent (n=163) reported they would utilize Fallon Medical Complex, 7.9% (n=17) chose Miles City and 5.1% (n=11) chose Glendive.

Service	Count	Percent
Fallon Medical Complex	163	76.2%
Miles City	17	7.9%
Glendive	11	5.1%
Billings Clinic	8	3.7%
Dickinson, ND	5	2.3%
St. Vincent Healthcare	4	1.9%
Bismarck, ND	0	0
Bowman, ND	0	0
Rapid City, SD	0	0
Other	6	2.8%

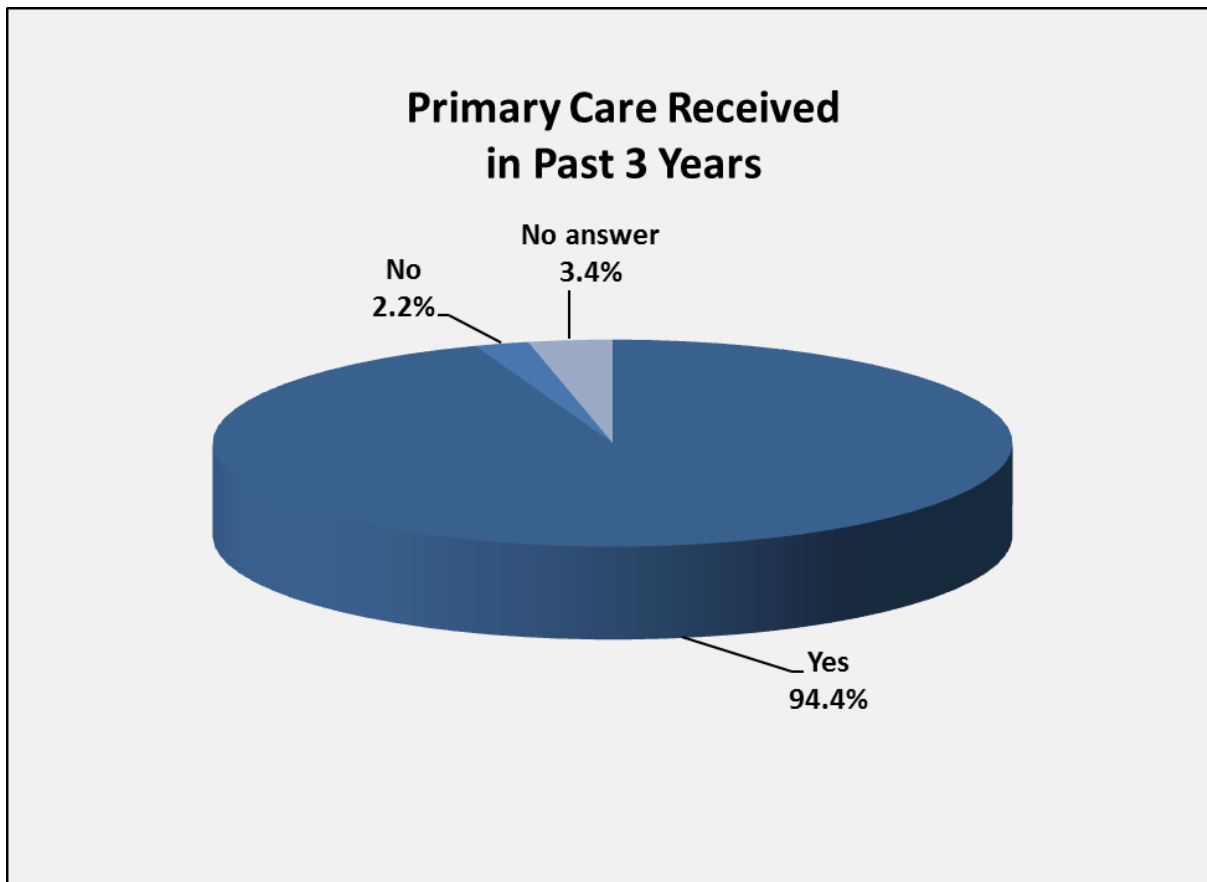
“Other” comments:

- Dahl Memorial in Ekalaka
- Depends on problem
- VA
- Depends on where I am at the time
- Sidney

Primary Care Received in the Past Three Years (Question 8)

N= 231

Ninety-four percent of respondents (n=218) indicated that they or someone in their household had been seen by a primary care provider (such as a family physician, physician assistant or nurse practitioner) for health care services in the past three years and 3.4% (n=8) chose not to answer this question.



Location of Primary Care Provider (Question 9)

N= 207

Of the 207 respondents who indicated receiving primary care services in the previous three years, 74.4% (n=154) reported receiving care at Fallon Medical Complex, 7.7% (n=16) went to Miles City and 3.9% of respondents (n=8 each) utilized primary care services at Billings Clinic and Glendive.

Location	Count	Percent
Fallon Medical Complex	154	74.4%
Miles City	16	7.7%
Billings Clinic	8	3.9%
Glendive	8	3.9%
St. Vincent Healthcare	5	2.4%
Dickinson, ND	2	1.0%
Bismarck, ND	1	0.5%
Bowman, ND	1	0.5%
Rapid City, SD	0	0
Other	12	5.8%
TOTAL	207	100%

“Other” comments:

- West River Hettinger (2)
- Ekalaka (2)
- Dahl Memorial in Ekalaka (2)
- Dahl Memorial Hospital
- Hettinger, ND
- Beach, ND (2)
- Wibaux (2)
- Billings
- Sidney

Reasons for Selecting Primary Care Providers (Question 10)

N= 218

Those respondents who indicated they or someone in their household had been seen by a primary care provider within the past three years were asked why they chose that primary care provider. “Closest to home” (n=151, 69.3%) and “Prior experience with clinic” (n=115, 52.8%) were the most frequently cited factors in primary care provider selection. Respondents were asked to check all that apply, so the percentages do not equal 100%.

Reason	Count	Percent
Closest to home	151	69.3%
Prior experience with clinic	115	52.8%
Appointment availability	94	43.1%
Clinic’s reputation for quality	42	19.3%
Recommended by family or friends	34	15.6%
Length of waiting room time	28	12.8%
Referred by physician or other provider	21	9.6%
Cost of care	8	3.7%
Required by insurance plan	7	3.2%
VA/Military requirement	1	0.5%
Indian Health Services	1	0.5%
Other	12	5.5%

“Other” comments:

- Very satisfied with PA Amie Schillinger
- Closest to work
- Availability

Cross Tabulation of Primary Care and Residence

Analysis was done to compare where respondents went most often for primary care with where they live by zip code. The chart below shows the results of the cross tabulation. Location of clinic is across the top of the chart while location of residence is along the side.

LOCATION OF CLINIC MOST UTILIZED BY RESIDENCE

	Fallon Medical Complex	Miles City	Glendive	St. Vincent Healthcare	Billings Clinic	Bowman, ND	Bismarck, ND	Dickinson, ND	Rapid City, SD	Other	Total
Baker 59313	126 (80.3%)	15 (9.6%)		4 (2.5%)	7 (4.5%)	1 (0.6%)				4 (2.5%)	157
Ekalaka 59324	4 (80%)									1 (20%)	5
Plevna 59344	14 (77.8%)	1 (5.6%)		1 (5.6%)	1 (5.6%)					1 (5.6%)	18
Wibaux 59353	6 (33.3%)		7 (38.9%)	1 (5.6%)				1 (5.6%)		3 (16.7%)	18
Ismay 59336										1 (100%)	1
Willard 59354	4 (80%)									1 (20%)	5
Golva, ND 58632										1 (100%)	1
Beach, ND 58621	1 (50%)							1 (50%)			2
Marmarth, ND 58643	1 (50%)						1 (50%)				2
TOTAL	156 (74.6%)	16 (7.7%)	7 (3.3%)	6 (2.9%)	8 (3.8%)	1	1 (0.5%)	2	0	12 (5.7%)	209

Cross Tabulation of Clinic and Reason Selected

Analysis was done to access where respondents went most often for primary care services with why they selected that clinic/provider. The chart below shows the results of the cross tabulation. Reason clinic/provider was selected was a multiple response item, thus totals will not equal 100%.

LOCATION OF MOST UTILIZED PRIMARY CARE PROVIDER BY REASONS CLINIC SELECTED

	Fallon Medical Complex	Miles City	Glendive	St. Vincent Healthcare	Billings Clinic	Bowman, ND	Bismarck, ND	Dickinson, ND	Rapid City, SD	Other	Total
Appointment availability	81 (90%)	4 (4.4%)	1 (1.1%)	1 (1.1%)						3 (3.3%)	90
Clinic's reputation for quality	27 (69.2%)	6 (15.4%)	1 (2.6%)		2 (5.1%)					3 (7.7%)	39
Closest to home	134 (98.9%)	1 (0.7%)	5 (3.4%)	1 (0.7%)	1 (0.7%)			1 (0.7%)		6 (4%)	149
Cost of care	2 (28.6%)	3 (42.9%)		1 (14.3%)						1 (14.3%)	7
Length of waiting room time	21 (80.8%)	2 (7.7%)								3 (11.5%)	26
Prior experience with clinic	82 (73.9%)	10 (9%)	6 (5.4%)	1 (0.9%)	4 (3.6%)			2 (1.8%)		6 (5.4%)	111
Recommended by family/friends	16 (50%)	9 (28.1%)	2 (6.2%)	3 (9.4%)		1 (3.1%)				1 (3.1%)	32
Referred by physician or other provider	8 (44.4%)	2 (11.1%)	2 (11.1%)	1 (5.6%)	3 (17%)		1 (5.6%)	1 (5.6%)			18
Required by insurance plan	4 (66.7%)	1 (16.7%)			1 (17%)						6
VA/Military requirement	1 (100%)										1
Indian Health Services				1 (100%)							1
Other	3 (27.3%)	4 (36.4%)			2 (18%)			1 (9.1%)		1 (9.1%)	11

Reasons for Seeking Primary Care Outside of Fallon Medical Complex (FMC) (Question 11)
 N= 231

Respondents that seek primary care services outside of Fallon Medical Complex were asked why. The top response was “Prior relationship with other provider” (31.6%, n=73), “Quality of staff” was selected by 24.7% (n=57) and “Quality of equipment” was selected by 17.3% (n=40). Twenty-five respondents (10.8%) indicated they do not utilize health care services outside of Fallon Medical Complex. Respondents were asked to check all that apply, so the percentages do not equal 100%.

Reason	Count	Percent
Prior relationship with other provider	73	31.6%
Quality of staff	57	24.7%
Quality of equipment	40	17.3%
Closest to home	31	13.4%
More privacy	21	9.1%
Cost of care	12	5.2%
Required by insurance plan	9	3.9%
Closest to work	6	2.6%
VA/Military requirement	3	1.3%
I/we do not use services outside of FMC	25	10.8%
Other	46	19.9%

“Other” comments:

- We use FMC for all minor problems most of what we need is for/with the specialist needed
- Specialists (Cardiology, Neurologist, Pediatrician, etc.)
- Surgery
- Referred by FMC doctors
- For services not provided by FMC
- Depending on where we are at the time

Future Primary Care Services (Question 12)

N= 212

Respondents were asked to indicate if they or a member of their household needed primary care services in the future, which facility would they choose. Seventy-one percent (n=151) reported they would seek primary care services in the future at Fallon Medical Complex, 10.4% (n=22) chose Miles City and 7.1% (n=15) chose Billings Clinic. Respondents could check all that apply, so percentages do not equal 100%.

Service	Count	Percent
Fallon Medical Complex	151	71.2%
Miles City	22	10.4%
Billings Clinic	15	7.1%
Glendive	7	3.3%
St. Vincent Healthcare	6	2.8%
Dickinson, ND	4	1.9%
Bismarck, ND	2	0.9%
Bowman, ND	0	0
Rapid City, SD	0	0
Other	5	2.4%

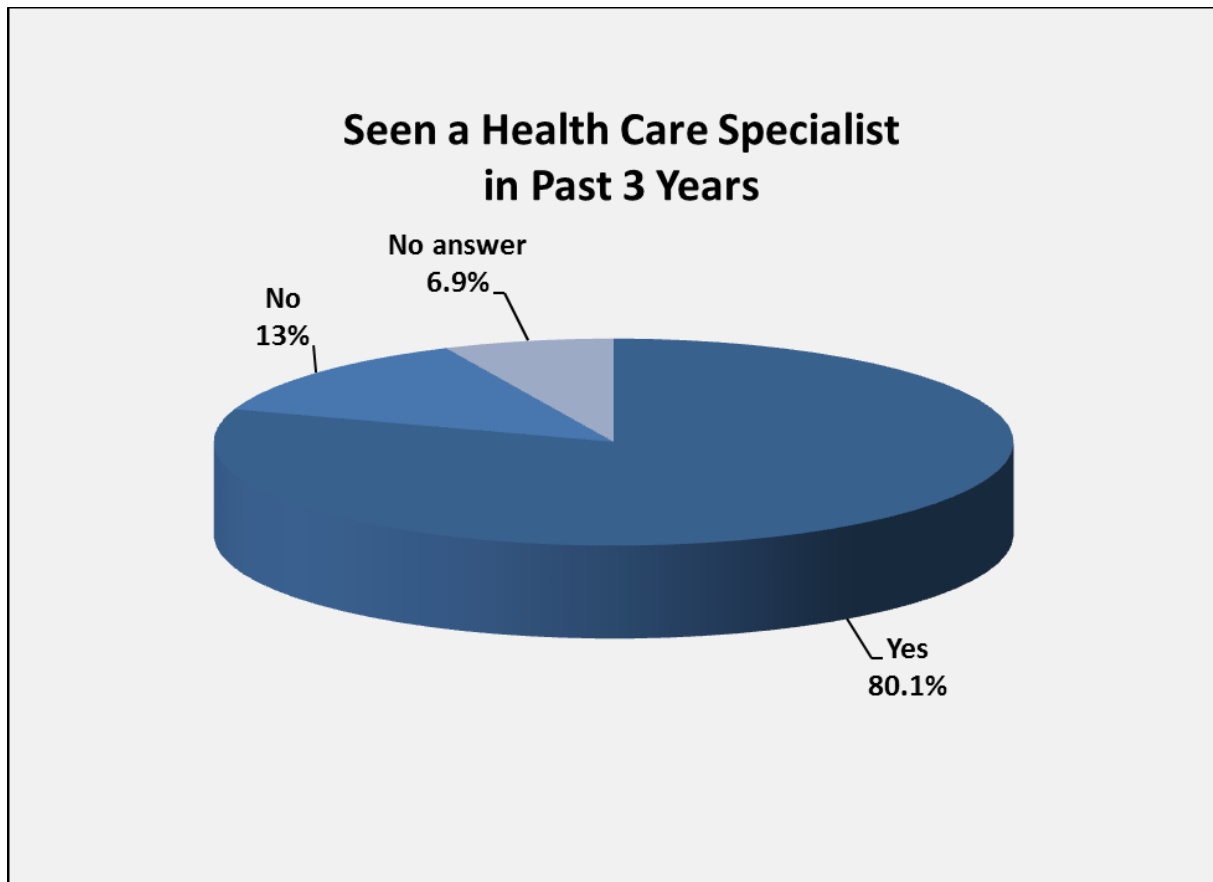
“Other” comments:

- West River Hettinger
- Hettinger
- Depends on problem
- Ekalaka (2)
- Wibaux
- Depends what it is for
- Dahl Memorial Hospital
- Dahl Memorial in Ekalaka
- Sidney
- Beach, ND

Use of Health Care Specialists during the Past Three Years (Question 13)

N= 231

Eighty percent of the respondents (n=185) indicated they or a household member had seen a health care specialist during the past three years, a higher percentage than other rural communities. The average is around 70%. Sixteen respondents (6.9%) chose not to answer this question.



Type of Health Care Specialist Seen (Question 14)

The respondents (n=185) saw a wide array of health care specialists. The most frequently indicated specialist was the “Dentist” with 45.4% (n=84), the “Optometrist” was the second with 29.7% (n=55) and the “OB/GYN” at 25.4% (n=47). Respondents were asked to choose all that apply, so percentages will not equal 100%.

Health Care Practitioner	Count	Percent
Dentist	84	45.4%
Optometrist	55	29.7%
OB/GYN	47	25.4%
Chiropractor	46	24.9%
Cardiologist	45	24.3%
General surgeon	34	18.4%
Orthopedic surgeon	32	17.3%
ENT (ear/nose/throat)	31	16.8%
Urologist	25	13.5%
Physical therapist	20	10.8%
Pediatrician	16	8.6%
Gastroenterologist	15	8.1%
Rheumatologist	13	7.0%
Mental health professional	8	4.3%
Podiatrist	8	4.3%
Occupational therapist	4	2.2%
Speech therapist	4	2.2%
Other	30	16.2%

“Other” comments:

- PA
- Oncologist, Billings
- Neurologist (2)
- Dermatologist (5)
- Breathing specialist
- Pulmonary Specialist
- Neurosurgeon (2)
- Hematologist
- Allergist
- Endocrinologist (5)
- Allergy and asthma specialist
- Retinal specialist (2)
- Back surgeon
- Sleep specialist
- Kidney Dr.
- Ophthalmologist
- Pulmonologist (2)
- Stroke Specialist
- Skin cancer Dr.
- Surgery for pace maker
- MRI
- Internist
- Nephrologist

Location of Health Care Specialist (Question 15)

N=185

Of those respondents indicating they saw a health care specialist, 44.9% (n=83) saw one at the Billings Clinic, 43.2% (n=80) at Miles City and 21.1% (n=39) at St. Vincent Healthcare. Respondents could select more than one location, so percentages do not equal 100%.

Location	Count	Percent
Billings Clinic	83	44.9%
Miles City	80	43.2%
St. Vincent Healthcare	39	21.1%
Fallon Medical Complex	38	20.5%
Glendive	27	14.6%
Bowman, ND	21	11.4%
Rapid City, SD	17	9.2%
Bismarck, ND	14	7.6%
Dickinson, ND	13	7.0%
Other	17	9.2%

“Other” comments:

- Hettinger, ND
- Bowman, ND
- Fargo, ND
- Yellowstone Medical
- Arthritis Center Billings
- Frontier Cancer Center – Billings
- Forsyth (2)
- Billings
- Sturgis, SD
- Yellowstone in Billings
- Beach, ND
- Billings, MT (3)
- Private cardiologist
- Bozeman, MT (2)
- Mayo, Rochester, MN (2)
- VA Ft. Meade, SD
- Fairview Health
- Spearfish, SD

Overall Quality of Care at Fallon Medical Complex (Question 16)

Respondents were asked to rate a variety of aspects of the overall care provided at Fallon Medical Complex using the scale: 4=Excellent, 3=Good, 2=Fair, 1=Poor and Don't know or Haven't used. The sums of the average scores were then calculated with "Laboratory", "X-Ray" and "Health fair" all receiving the top average score of 3.5 out of 4.0. The total average score was 3.3, indicating the overall services of the hospital to be Excellent to Good.

	Excellent (4)	Good (3)	Fair (2)	Poor (1)	Don't know	Total	Average
Emergency room	60	75	17	4	75	231	3.2
Laboratory	109	77	9	1	35	231	3.5
Physical/occupational therapy	41	38	5	3	144	231	3.3
X-Ray	92	70	9	1	59	231	3.5
Community clinic	86	92	13	6	34	231	3.3
Nursing home	8	31	7	4	181	231	2.9
Hospital	24	49	15	6	137	231	3.0
Telemedicine	8	19	4	1	199	231	3.1
Health fair	82	46	9	0	94	231	3.5
Wibaux clinic	11	7	1	1	211	231	3.4
Outpatient surgery	11	11	1	1	207	231	3.3
TOTAL	532	515	90	28			3.3

Desired Local Health Care Services (Question 17)

Respondents were asked to indicate which additional health care services presently not available they would use if available locally. The following list shows the responses to this open ended question.

- Chemo therapy
- Delivery
- Dermatology
- Ear, nose and throat
- Endocrinology
- Gastroenterology
- Lamaze and parenting classes
- Major surgery
- Mental health services office
- OB/GYN
- Occupational therapy
- Oncology
- Pediatric
- Pulmonology
- Retinal specialist
- Rheumatology
- Speech therapy
- Ultrasound

Preventive Testing (Question 18)

N= 231

Respondents were asked what types of preventive testing services they had utilized in the past year. The “Health fair” was selected by 57.6% (n=133), “Routine blood pressure check” by 42.9% (n=99) and 42% (n=97) received a “Mammography”. Respondents could check all that apply, thus the percentage will not equal 100%.

Preventive Services	Count	Percent
Health fair	133	57.6%
Routine blood pressure check	99	42.9%
Mammography	97	42.0%
Cholesterol check	89	38.5%
Yearly women’s exam	61	26.4%
Prostate (PSA)	54	23.4%
Diabetes screening (A1C)	33	14.3%
Colonoscopy	30	13.0%
Skin check	24	10.4%
Point of care test (Pro Time test)	12	5.2%
Other	9	3.9%

“Other” comments:

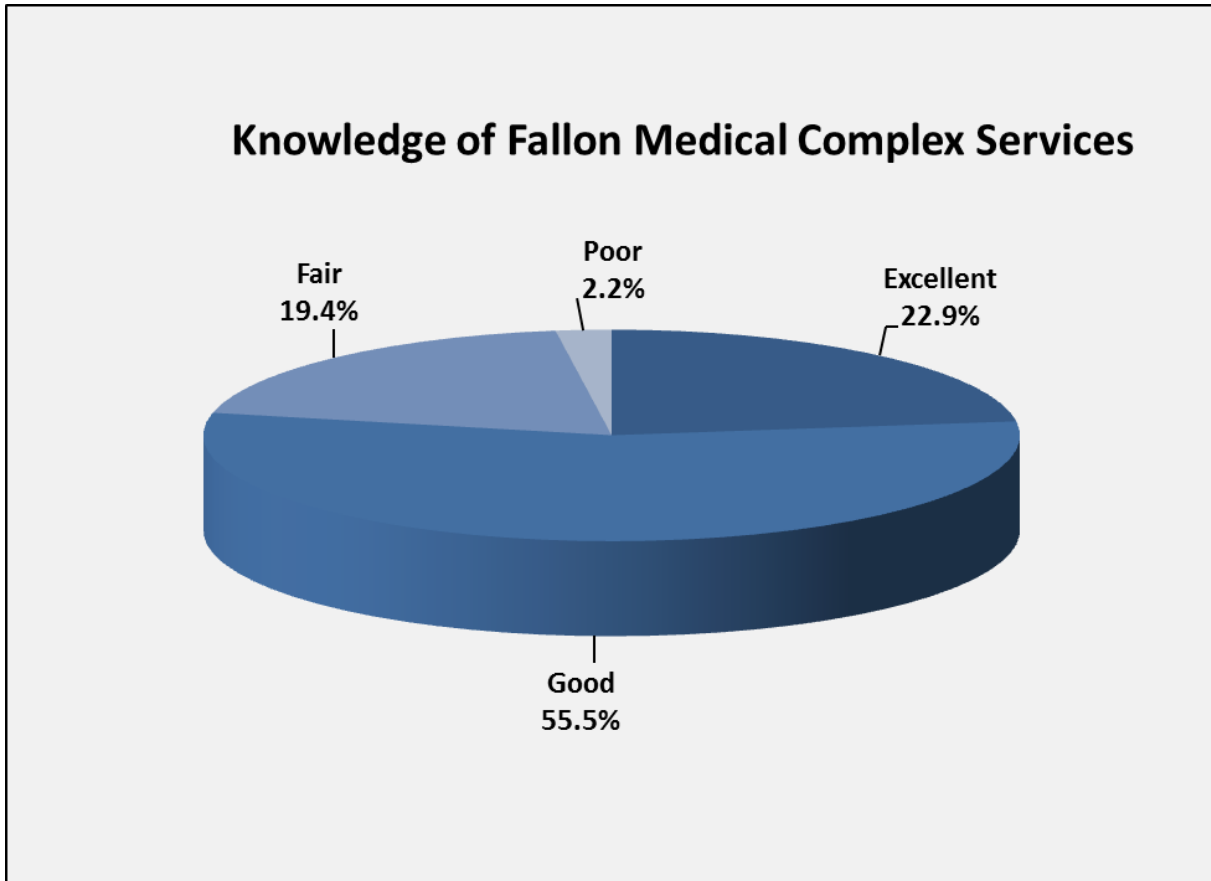
- Blood work
- TSH levels
- Well Child
- Vitamin D

V. Survey Findings – Service Awareness

Overall Awareness of Fallon Medical Complex’s Services (Question 19)

N= 222

Respondents were asked to rate their knowledge of the health services available at Fallon Medical Complex. Fifty six percent (n=126) of respondents rated their knowledge of Fallon Medical Complex as “Good”, 22.9% (n=52) rated their knowledge as “Excellent” and 19.4% (n=44) of respondents rated their knowledge as “Fair.”



How Respondents Learn of Health Care Services (Question 20)

“Word of mouth” was the most frequent method of learning about available services at 68.8% (n=159). Generally word of mouth is the most frequent response among rural hospital surveys. “Health fair” and “Health care provider” were the second most frequent responses with 38.1% (n=88 each). Respondents could select more than one method, so percentages do not equal 100%.

Method	Count	Percent
Word of mouth	159	68.8%
Health fair	88	38.1%
Health care provider	88	38.1%
Newspaper	79	34.2%
Radio	27	11.7%
Posters	8	3.5%
Yellow Pages	7	3.0%
Presentations	5	2.2%
Website/internet	4	1.7%
Other	14	6.1%

“Other” comments:

- Family
- Live here
- Public Health
- TV channel 3
- Work here

Cross Tabulation of Service Knowledge and Learning about Services

Analysis was done to compare respondents' knowledge of services available at Fallon Medical Complex with how they learn about services available in their community. The chart below shows the results of the cross tabulation. Since this was a multiple response item the totals do not add up to 100%.

KNOWLEDGE RATING OF FALLON MEDICAL COMPLEX SERVICES BY HOW RESPONDENTS LEARN ABOUT HEALTH CARE SERVICES

	Excellent	Good	Fair	Poor	Total
Yellow Pages	2 (28.6%)	4 (57.1%)	1 (14.3%)		7
Word of mouth	31 (19.6%)	89 (56.3%)	33 (20.9%)	5 (3.2%)	158
Newspaper	22 (27.8%)	41 (51.9%)	15 (19%)	1 (1.3%)	79
Website/internet	3 (75%)		1 (25%)		4
Health fair	21 (23.9%)	52 (59.1%)	14 (15.9%)	1 (1.1%)	88
Presentations		4 (80%)	1 (20%)		5
Radio	6 (22.2%)	14 (51.9%)	6 (22.2%)	1 (3.7%)	27
Posters	3 (37.5%)	1 (12.5%)	3 (37.5%)	1 (12.5%)	8
Health care provider	27 (30.7%)	48 (54.5%)	13 (14.8%)		88
Other	6 (46.2%)	4 (30.8%)	2 (15.4%)	1 (7.7%)	13

Other Community Health Resources Utilized (Question 21)

Respondents were asked which community health resources, other than the hospital or clinic, they had used in the last three years. “Pharmacy” services was the most frequent community health resource cited by respondents at 77.1% (n=178). “Dentist” was second most frequent at 36.8% (n=85) and “Public health” was third at 33.8% (n=78). Respondents could select more than one method, so percentages do not equal 100%.

Health Resources	Count	Percent
Pharmacy	178	77.1%
Dentist	85	36.8%
Public health	78	33.8%
Optometrist	61	26.4%
Chiropractor	58	25.1%
Senior center	45	19.5%
Telemedicine	17	7.4%
Audiologist	7	3.0%
Mental health	3	1.3%
Other	3	1.3%

“Other” comments:

- Dentist in Bowman
- Chiropractor in Miles City
- None

Attendance in Health Education Classes/Programs (Question 22)

Respondents were asked if they had attended any health education classes/programs in the area within the past three years. The most highly attended class/program was “Fitness” with 7.4% (n=17), “Diabetes” was second with 5.6% (n=13) and “Arthritis” was third with 5.2% (n=12). Respondents could select more than one method, so percentages do not equal 100%.

Class	Count	Percent
Fitness	17	7.4%
Diabetes	13	5.6%
Arthritis	12	5.2%
Wellness	11	4.8%
Heart disease	9	3.9%
Weight loss	8	3.5%
Cancer	5	2.2%
Dental care	4	1.7%
Smoking cessation	4	1.7%
Alcohol/substance abuse	0	0
Mental health	0	0
Parenting	0	0
Other	4	1.7%

“Other” comments:

- No (6)
- Pain Control
- Physical Therapist
- CNA training, Carter Co.

Interest in Health Education Classes (Question 23)

Respondents were asked if they would be interested in any community health education classes. The most highly indicated class/program was “Weight loss” with 30.7% (n=71) and “Health & wellness” and “Women’s health” were both selected by 28.6% (n=66 each) of respondents. Respondents could select more than one method, so percentages do not equal 100%.

Class	Count	Percent
Weight loss	71	30.7%
Health & wellness	66	28.6%
Women’s health	66	28.6%
Fitness	46	19.9%
Nutrition	45	19.5%
Alzheimer’s	43	18.6%
Heart disease	39	16.9%
Diabetes	37	16.0%
Cancer	35	15.2%
Men’s health	29	12.6%
Parenting	20	8.7%
Child wellness	17	7.4%
Mental health	16	6.9%
Smoking cessation	12	5.2%
Multiple sclerosis/MS	6	2.6%
Alcohol/substance abuse	5	2.2%
Other	1	0.4%

“Other” comments:

- None, for lack of privacy
- Advanced education
- Arthritis
- Pain management

How Respondents Would Prefer to Learn About Health Education Classes (Question 24)

Respondents were asked to indicate how they would prefer to learn about community health education classes. The preferred method was “Pamphlets or other printed materials” with 34.6% (n=80), “Classes in the community” was second with 29% (n=67) and “Newspaper” was third with 25.5% (n=59) of respondents. Respondents could select more than one method, so percentages do not equal 100%.

Method	Count	Percent
Pamphlets or other printed materials	80	34.6%
Classes in the community	67	29.0%
Newspaper	59	25.5%
Internet/web	39	16.9%
Radio	21	9.1%
TV	17	7.4%

Improvement for Community's for Access to Health Care (Question 25)

Respondents were asked to indicate how their community's access to health care can be improved. Thirty-nine percent of respondents (n=89) reported "More specialists", 27.3% (n=63) indicated they would like the "Clinic open Saturday" and 26% (n=60) indicated they would like "More primary care providers". Respondents could select more than one method, so percentages do not equal 100%.

Service	Count	Percent
More specialists	89	38.5%
Clinic open Saturday	63	27.3%
More primary care providers	60	26.0%
Improved quality of care	44	19.0%
Clinic open longer hours	34	14.7%
Greater health education services	28	12.1%
Transportation assistance	10	4.3%
Interpreter services	3	1.3%
Cultural sensitivity	0	0

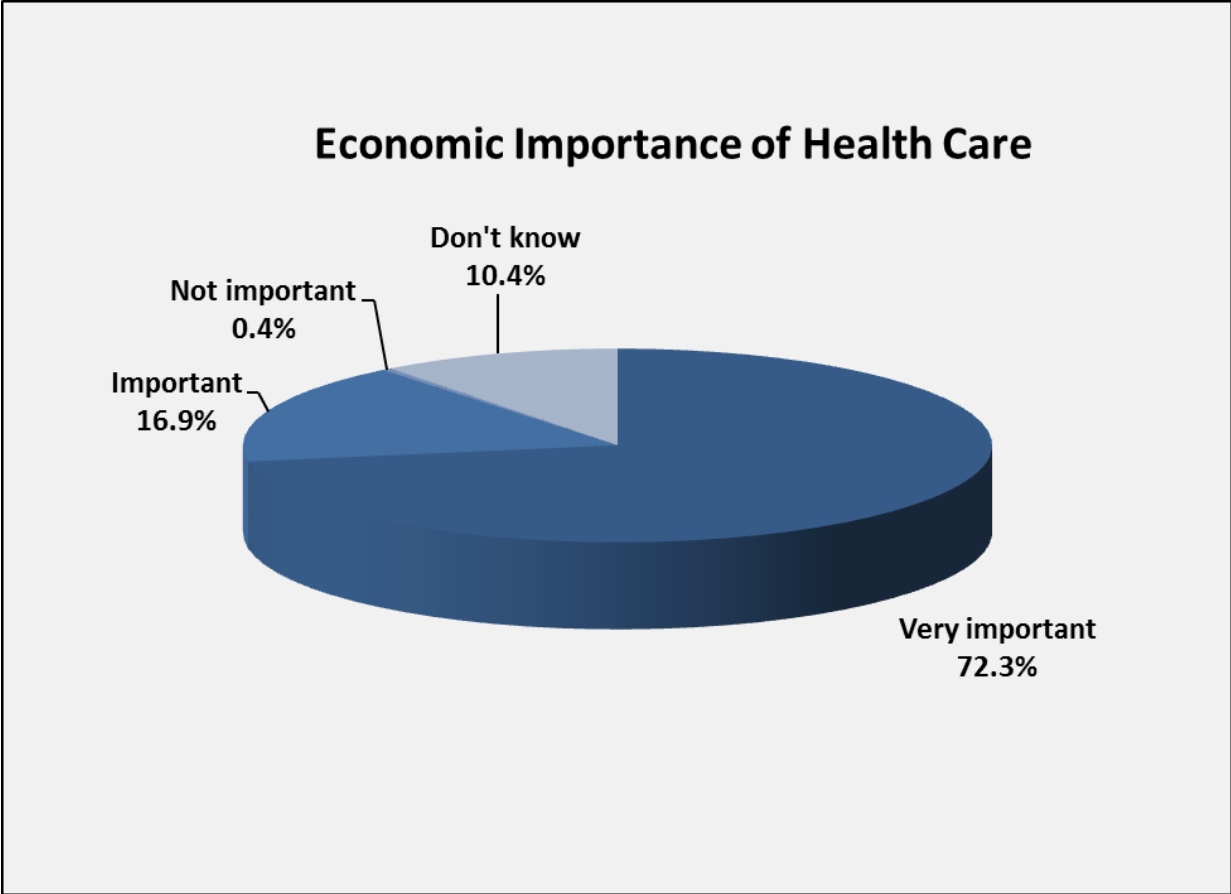
"Other" comments:

- Wibaux Clinic Full Time
- Walk in clinic hours

Economic Importance of Local Health Care Services (Question 26)

N= 231

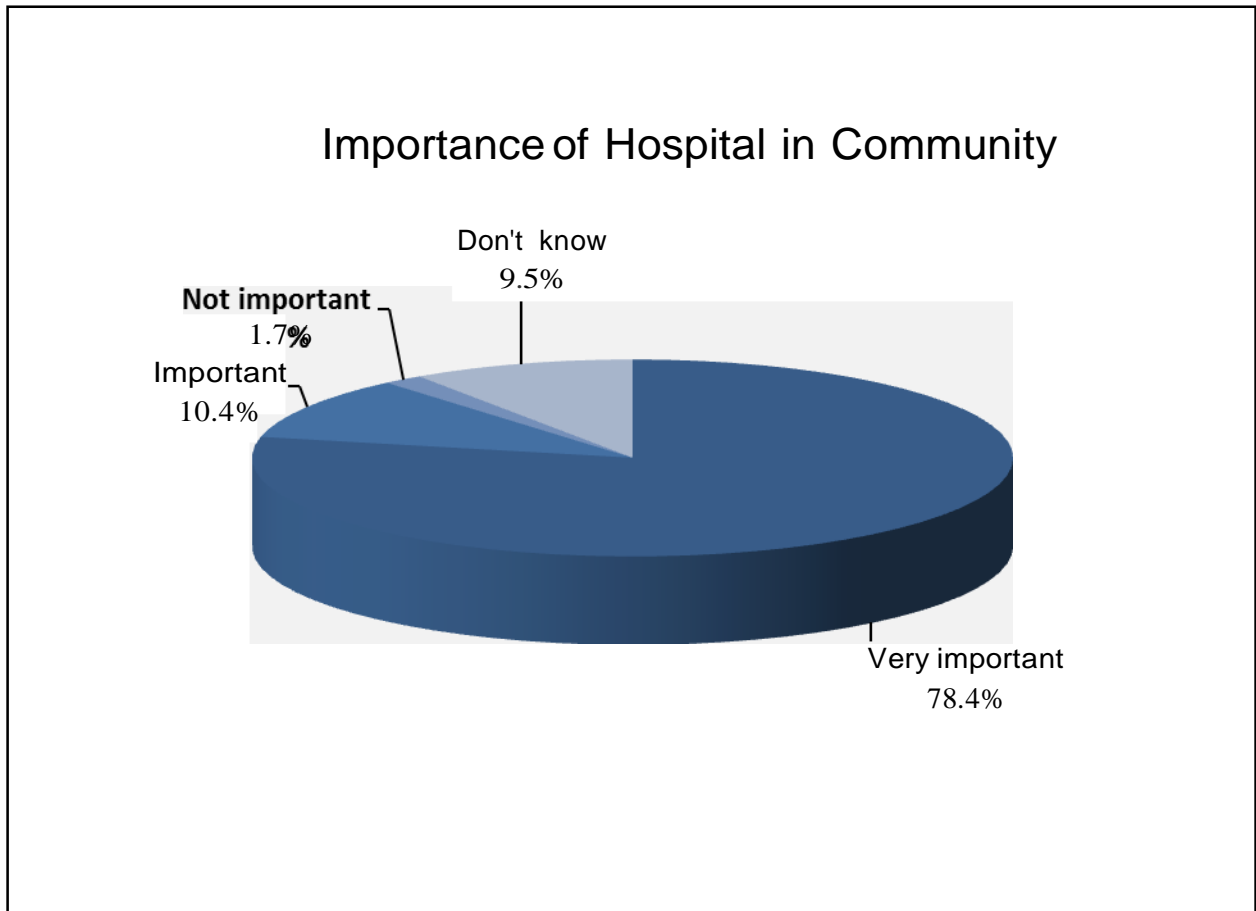
The majority of respondents, 72.3% (n=167) indicated that local health care services are “Very important” to the economic well-being of the area and 16.9% (n=39) indicated they are “Important.”



Importance of Local Hospital within Community (Question 27)

N=231

The majority of respondents, 78.4% (n=181) indicated it was "Very Important" to have the hospital remain open within the community.

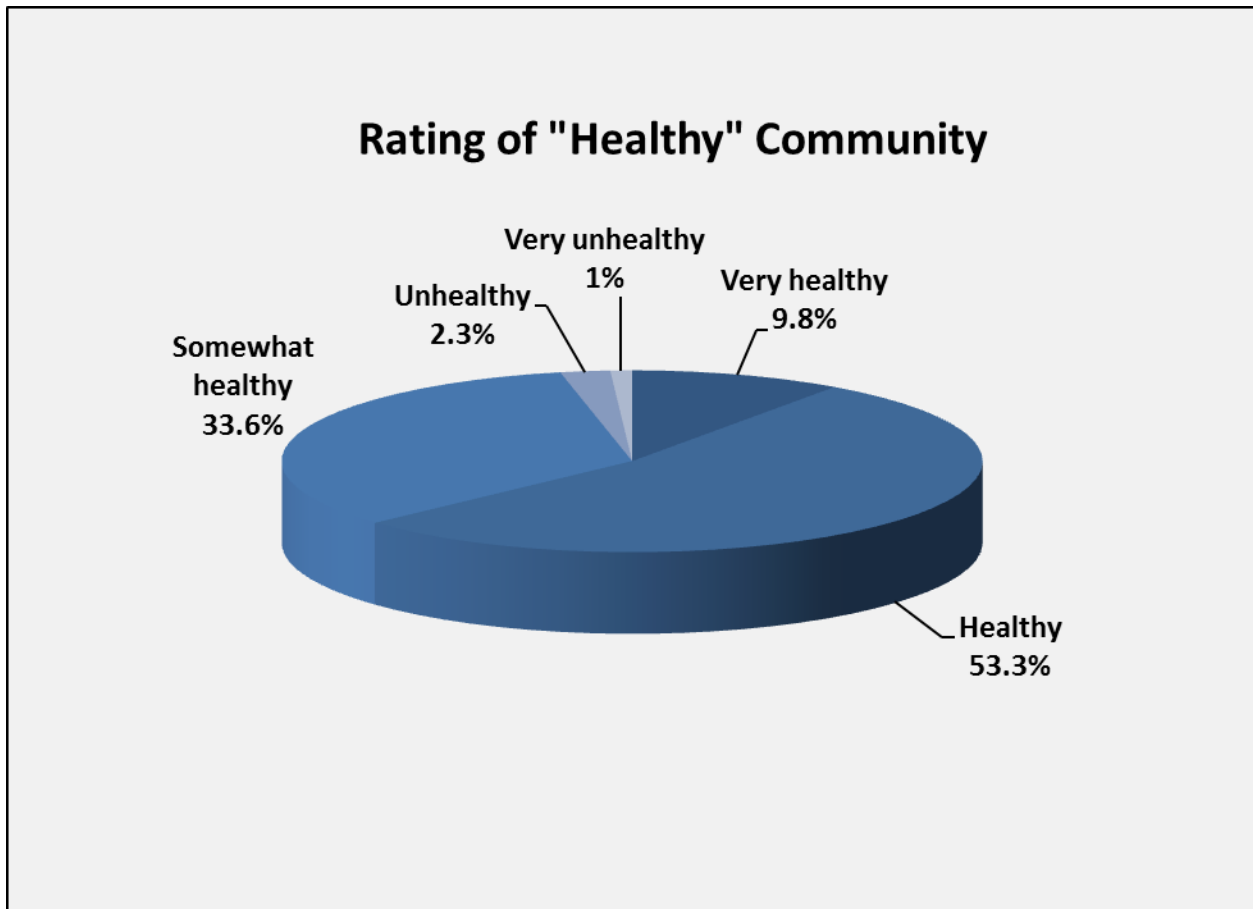


VI. Survey Findings- Community Health

Impression of Community (Question 28)

N= 214

Respondents were asked how they would rate the health of their community. Fifty-three percent (n=114) of respondents rated their community as “Healthy.” Thirty-four percent of respondents (n=72) felt their community was “Somewhat healthy” and 9.8% (n=21) felt their community was “Very healthy”. Seventeen respondents chose not to answer this question.



Health Concerns for Community (Question 29)

Respondents were asked what they felt the three most serious health concerns were in their community. The number one health concern identified by respondents was “Cancer” with 55% (n=127), “Alcohol/substance abuse” was second with 42.4% (n=98) and “Heart disease” was third with 35.5% (n=82). Respondents were asked to pick their top three serious health concerns, so percentages do not equal 100%.

Health Concern	Count	Percent
Cancer	127	55.0%
Alcohol/substance abuse	98	42.4%
Heart disease	82	35.5%
Obesity	52	22.5%
Diabetes	49	21.2%
Tobacco use	40	17.3%
Work related accidents/injuries	29	12.6%
Motor vehicle accidents	28	12.1%
Stroke	26	11.3%
COPD- Lung health	20	8.7%
Mental health issues	19	8.2%
Lack of access to health care	16	6.9%
Domestic violence	13	5.6%
Recreational related accidents/injuries	10	4.3%
Lack of dental care	7	3.0%
Child abuse/neglect	6	2.6%
Other	9	3.9%

“Other” comments:

- MS
- Costs/Insurance

Components of a Healthy Community (Question 30)

Respondents were asked to identify the three most important things for a healthy community. Sixty-eight percent (n=157) believed “Access to health care and other services” was the most important for a healthy community. “Good jobs and healthy economy” was the second most indicated component with 29.9% (n=69) and “Healthy behaviors and lifestyles” was third with 28.1% (n=65).

Respondents were asked to identify their top three choices, thus the percentages will not add up to 100%.

Important Component	Count	Percent
Access to health care and other services	157	68.0%
Good jobs and healthy economy	69	29.9%
Healthy behaviors and lifestyles	65	28.1%
Strong family life	64	27.7%
Good schools	61	26.4%
Affordable housing	60	26.0%
Low crime/safe neighborhoods	59	25.5%
Religious or spiritual values	47	20.3%
Clean environment	41	17.7%
Community involvement	14	6.1%
Low death and disease rates	10	4.3%
Parks and recreation	9	3.9%
Low level of domestic violence	6	2.6%
Arts and cultural events	3	1.3%
Tolerance for diversity	3	1.3%
Other	1	0.4%

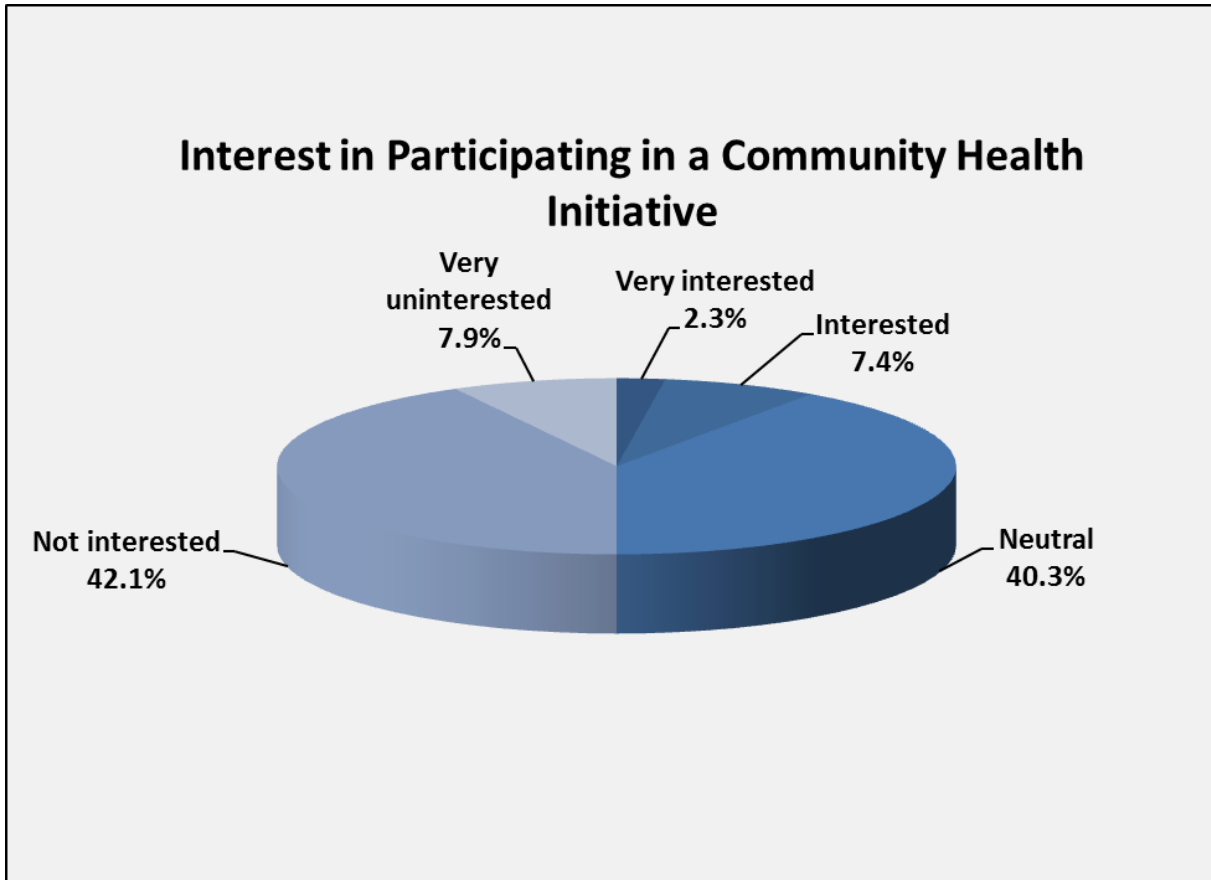
“Other” comments:

- Baptist church
- Down town school
- Group home
- All of the above

Interest in Community Wide Initiative to Improve Health (Question 31)

N= 216

Respondents were asked whether they would participate in a community wide initiative to improve health in Fallon County. Forty-two percent (n=91) of respondents indicated they were “Not interested” in participating, 40.3% indicated they were “Neutral” (n=87) and 7.9% indicated they were “Very uninterested” (n=17).

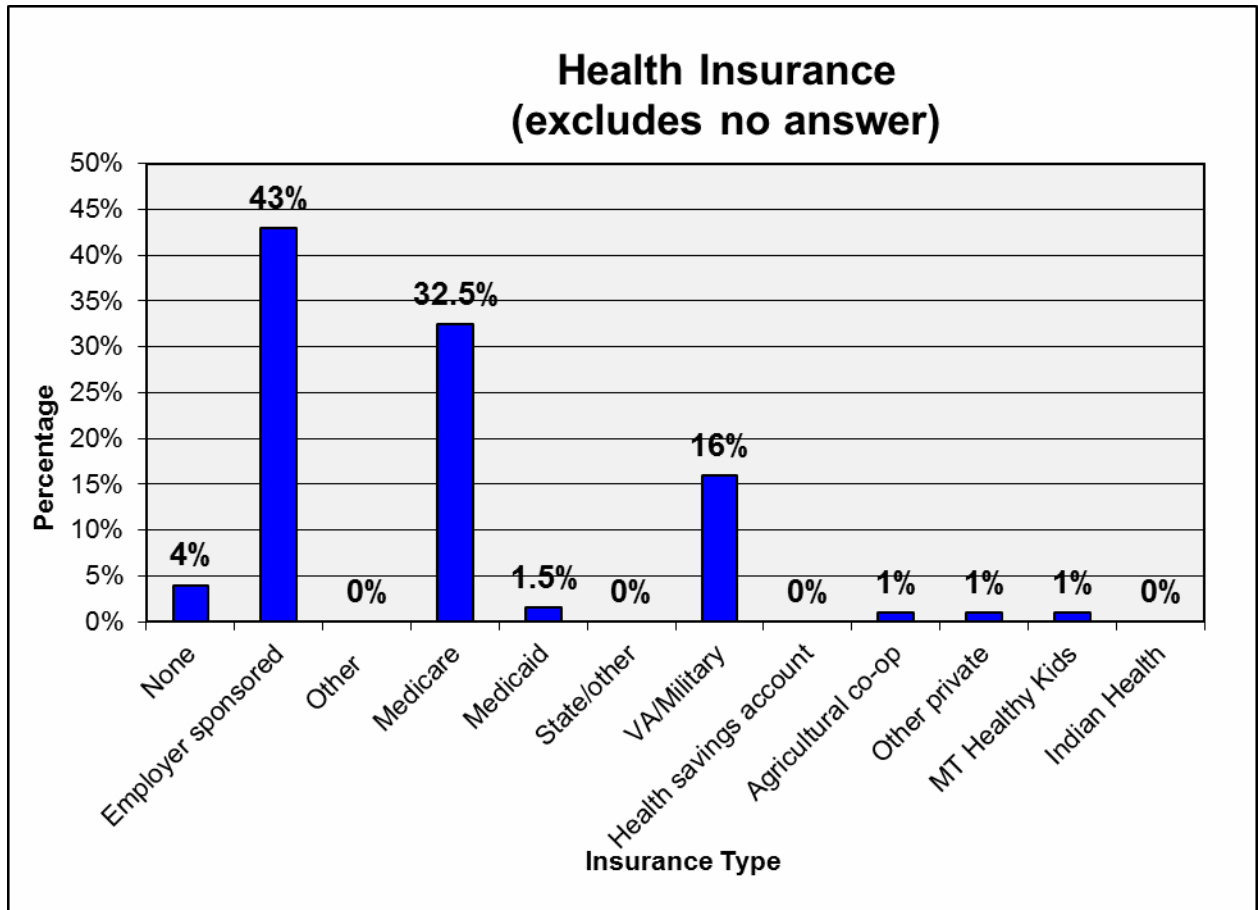


VII. Survey Findings - Health Insurance

Medical Insurance (Question 32)

N=200

Respondents were asked to indicate what type of medical insurance covers the majority of their medical expenses. Forty-three percent (n=86) indicated they have “Employer sponsored” coverage, 32.5% (n=65) have “Medicare” and 16% (n=32) have “VA/Military”.



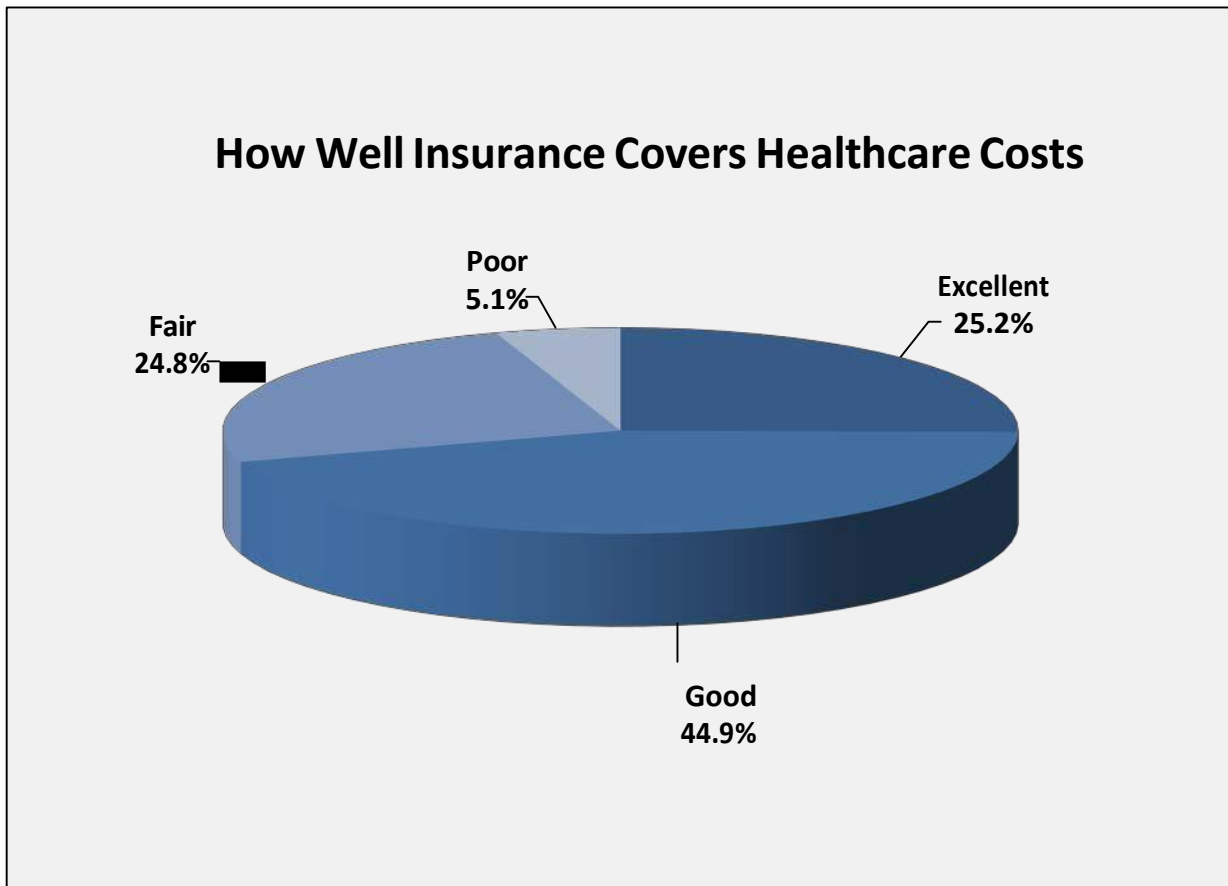
“Other” comments:

- Medicare Advantage

Insurance and Health Care Costs (Question 33)

N= 214

Respondents were asked to indicate how well they feel their health insurance covers their health care costs. Forty-five percent (n=96) of respondents felt their insurance covered a “Good” amount of their health care costs, 25.2% (n=54) felt their insurance was “Excellent” and 24.8% (n=53) felt their insurance was “Fair”.



Barriers to Having Medical Insurance (Question 34)

N= 8

For those who indicated they do not have medical insurance, we asked why. Eighty-eight percent (n=7) reported they did not have medical insurance because they could not afford to pay for it and 25% percent (n=2) chose not to have medical insurance. Respondents were asked to mark all answers that applied, thus the percentages do not equal 100%.

Reason	Count	Percent
Cannot afford to pay for medical insurance	7	87.5%
Choose not to have medical insurance	2	25.0%
Cannot get medical insurance due to medical issues	1	12.5%
Employer does not offer insurance	1	12.5%
Other	0	0

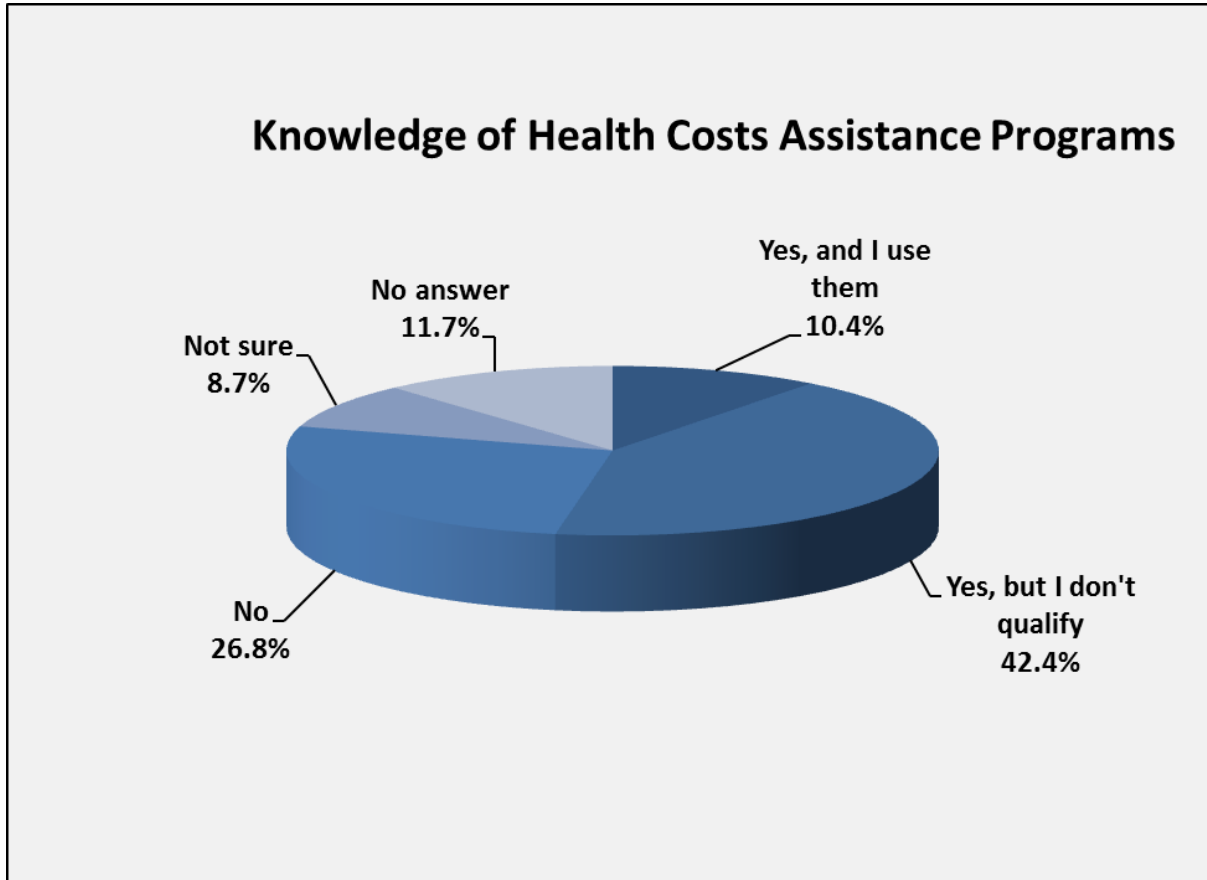
“Other” comments:

- I have it on my daughter, but cannot afford it on myself
- 5 of my children are not insured because my 2 adopted children would then lose their Medicaid coverage
- Make too much for Healthy Kids, but not enough to insure kids at all

Awareness of Health Payment Programs (Question 35)

N= 231

Respondents were asked to indicate their awareness of programs that help individuals pay for health care bills. Forty-two percent (n=98) of respondents indicated they were aware of these types of programs, but did not qualify to use them. Twenty-seven percent (n=62) indicated they did not know of these programs and 10.4% (n=24) of respondents indicated they were aware and utilized them. Twelve percent (n=24) of respondents chose not to answer this question.



VIII. Focus Group Methodology

Three focus groups were held in Baker, Montana in July 2011. Focus group participants were identified as people living in the Fallon Medical Complex's service area. Each individual received an invitation to participate.

Approximately 28 people participated in the three focus group interviews. The focus groups were designed to represent various consumer groups of health care including senior citizens and local community members. All focus groups were held at the Fallon Medical Complex, were up to 90 minutes in length and followed the same line of questioning in each session (Appendix D). The questions and discussions at the focus groups were led by Teresa Hicks with the Montana Office of Rural Health.

Focus Group Findings

The following themes and issues emerged from the responses participants gave to the line of questions found in Appendix D.

- *Major issues in health care-* Themes that were commonly discussed as top concerns were the need for more hospital staff, visiting specialists, hospice care and awareness of community services and aid. Participants noted that, “People don’t seem to know about the help that is offered or available services” and that there is a “need to inform community members of available services”. In addition, diabetes, MS (multiple sclerosis), chronic obstructive pulmonary disease (COPD), cancer, arthritis, heart disease and obesity, especially in children, are seen as major health issues. Furthermore, concerns exist because of the lack of mental health care, lack of services for children with behavior problems and alcoholism. One participant noted, “Alcoholism in older people creates more problems in the younger generation because children of alcoholics don’t get the help they need”.
- *Opinion of services and quality of care at Fallon Medical Complex:*

Quality of Care- Participants spoke very highly of the hospital and clinic. It was noted, “We are very lucky to have this facility”. Many praised the care they and their family had received saying, “Excellent hospital, providers and staff” and “Good quality”.

Number of Services- Participants seemed happy with the current number of services provided and the fact that staff will help them find services elsewhere that are not offered. They indicated, “There is a bunch” and “If they do not offer it, they are good at finding an out source”. One participant noted that, “We don’t have hospice; it would help out a lot.”

Hospital Staff- Participants discussed hospital staff in terms of style of care and competence. Hospital staff was highly commended as reflected in the remarks, “Exceptional”, and “I think they are competent”.

Hospital Board and Leadership- The hospital board was not known well by many participants. Some who knew a few members had many positive comments to say such as, “Good leaders in the community who care about the hospital” and a “Nice variety of members”.

Business Office- Participants were appreciative of the way the business office is handled. Participants stated, “They handle matters pretty well, if anything comes up they do their best to resolve it”.

Condition of Facility and Equipment- Participants seemed very happy with the condition of the facility stating, “We have a facility we can be proud of” and “People come here and are impressed in comparison to other facilities our size”.

Financial Health of the Hospital- Participants had mixed feelings about the health of the hospital. Some participants indicated, “We are healthy, but not super healthy”. Participants were complimentary of the hospital’s management of the finances stating, “Nothing is spent unnecessarily”. One participant noted, “If health insurance and Medicaid paid more of their fair share we would be better off”.

Cost- Participants felt health care is very expensive, but that the cost of services at Fallon Medical Complex is the “same as everywhere else”.

Office/Clinic staff- Participants praised the office and clinic staff. They noted, “They are excellent, competent and knowledgeable”, “We love them” and they are “friendly and willing to help”.

Availability- Participants felt that availability was great. They stated, “Always available”, and “Always open”.

- *Opinion of local providers-* Participants indicated they mostly use local providers as their or their family’s personal provider. Reasons given were: trust in the knowledge and care shown by the providers, wanting to support local, easily accessible, not wanting to travel and continuity of care. Participants noted, “They know you. You aren’t just a number”.
- *Opinion of Local Services:*

Emergency Room- There was overwhelming agreement with participants praising the emergency room. Participants noted, “Very good”, “Nice, efficient” and “Good, my daughter was taken care of immediately”.

Ambulance Service- Participants felt that the ambulance service is “Very good, but understaffed”. They recognize the importance of the service and indicated that, “We need to be very grateful for them”. Furthermore, a number of participants suggested that EMTs (Emergency Medical Technicians) should be recruited, and paid (instead of volunteers).

Health Care Services for the Elderly- Participants praised available health care services for the elderly. Some noted, “My mom lives here (in the nursing home) and gets excellent care”. Others added, “They (providers) look at you as a whole person rather than just an illness”, and “We have a great nursing home”. Participants discussed a need for more visiting specialists and hospice care.

Public/County Health Department- Participants were complimentary of the public health department. Participants indicated that, “They (public health staff) are good and willing to help”, and they “offer great services for youth and older people”.

Health Care Services for the Poor- Participants felt that people who could not afford care were well cared for in the community.

- *What Would Make Community a Healthier Place to Live-* Some participants seemed very happy with the health of the community stating, “I think Baker is a very healthy place to live” and “For this size of a community, we have a lot to offer”. Participants also indicated a variety of suggestions that would make Baker a healthier community. There is a need for drug and alcohol prevention along with “things for older youth to do” such as “We need youth skateboard park or movie theatre- stuff for the kids to keep young people here and keep them away from drugs and alcohol”. Moreover, they would like more housing in the community, more specialists to visit once a month, and mental health counseling.
- *Health Services Needed in the Community-* Additional services that participants feel are needed in the community include: hospice, full-time eye doctor, pediatrician, mental health, respite care, adult daycare and “visiting doctors (specialists) for heart, foot, OB/GYN, Podiatrist and Endocrinologist”.

IX. Summary

Two hundred and thirty-one surveys were completed in Fallon Medical Complex service area for a 31% response rate. Of the 231 returned, 67.1% of the respondents were females, 60.7% were 56 years of age or older and 43.2% of respondents indicated they work full time.

Respondents rated the overall quality of care at the hospital as excellent to good, scoring 3.3 out of 4.1 on a scale of 4.0 being excellent and 1.0 being poor.

Eighty percent of the respondents have sought specialty care during the past three years. The most frequent specialists seen was the “Dentist” at 45.5% (n=84), “Optometrist” at 29.7% (n=55) and “OB/GYN” at 25.4% (n=47).

Overall, the respondents within the Fallon Medical Complex service area are seeking hospital care at a rate that is typically seen in rural areas. Area residents recognize the major impact the health care sector has on the economic well-being of the area, with 72.3% of respondents identifying local health care services as “Essential” and “Very Important” to the economic well-being of the area.

The majority of participants appeared to have very favorable opinions of the services with most praising the care received. Participants were appreciative of the care available while identifying additional services or needs.

In summary, respondents support local health care and prefer to utilize local health care services for convenience and out of trust for local providers.

Appendix A- Survey Instrument

Community Health Services Development Survey Baker, Montana

INSTRUCTIONS: Please use #2 pencil or ink pen to complete the survey and return it in the paid envelope. All responses must be made by filing in the circle next to the corresponding answer. *If you need assistance filling out this survey, please contact the Montana Office of Rural Health at 406-994-6001. All responses will be kept confidential.*

Use of Health Care Services

1. In the past three years, was there a time when you or a member of your household thought you need health care services but did NOT get or delayed getting medical services?
 Yes No **(If no, skip to question 3)**

2. If yes, what were the three most important reasons why you did not receive health care services? **(Check 3 that apply)**

<input type="radio"/> Office wasn't open when I could go	<input type="radio"/> Didn't know where to go	<input type="radio"/> Too nervous or afraid
<input type="radio"/> Unsure if services were available	<input type="radio"/> It was too far to go	<input type="radio"/> Language barrier
<input type="radio"/> Had no one to care for the children	<input type="radio"/> My insurance didn't cover it	<input type="radio"/> Don't like doctors
<input type="radio"/> It cost too much	<input type="radio"/> No insurance	<input type="radio"/> Transportation problems
<input type="radio"/> Could not get off work	<input type="radio"/> Not treated with respect	<input type="radio"/> Other _____

3. In the past three years, have you or a household member received care in a hospital? (i.e. hospitalized overnight, day surgery, obstetrical care, rehabilitation, radiology or emergency care).
 Yes No **(If no, skip to question 7)**

4. If yes, which hospital does your household use the MOST for hospital care? (Please check only ONE)

<input type="radio"/> Fallon Medical Complex	<input type="radio"/> Miles City	<input type="radio"/> Glendive
<input type="radio"/> St. Vincent Healthcare	<input type="radio"/> Billings Clinic	<input type="radio"/> Bowman, ND
<input type="radio"/> Bismarck, ND	<input type="radio"/> Dickinson, ND	<input type="radio"/> Rapid City, SD
<input type="radio"/> Other _____		

5. What hospital services were used? **(Select all that apply)**

<input type="radio"/> Emergency room	<input type="radio"/> Inpatient stay	<input type="radio"/> Occupational therapy	<input type="radio"/> Physical therapy
<input type="radio"/> General surgery	<input type="radio"/> Laboratory tests	<input type="radio"/> Orthopedic surgery	<input type="radio"/> Radiology
<input type="radio"/> Hospice	<input type="radio"/> Observation	<input type="radio"/> Outpatient surgery	<input type="radio"/> Respite care
<input type="radio"/> Other _____			

6. Thinking about the hospital you use most frequently, what were the three most important reasons for selecting that hospital? **(Select 3 that apply)**

<input type="radio"/> Cost of care	<input type="radio"/> Recommended by family or friends	<input type="radio"/> More privacy
<input type="radio"/> Closest to home	<input type="radio"/> Prior experience with hospital	<input type="radio"/> Emergency, no choice
<input type="radio"/> Closest to work	<input type="radio"/> Required by insurance plan	<input type="radio"/> Referred by physician
<input type="radio"/> Hospital's reputation for quality	<input type="radio"/> VA/Military requirement	<input type="radio"/> Other _____

7. If you need emergency medical services in the future, which facility would you use? **(Please select only ONE)**

<input type="radio"/> Fallon Medical Complex	<input type="radio"/> Miles City	<input type="radio"/> Glendive
<input type="radio"/> St. Vincent Healthcare	<input type="radio"/> Billings Clinic	<input type="radio"/> Bowman, ND
<input type="radio"/> Bismarck, ND	<input type="radio"/> Dickinson, ND	<input type="radio"/> Rapid City, SD
<input type="radio"/> Other _____		

8. In the past three years, have you or a household member seen a primary health care provider, such as a family physician, physician assistant or nurse practitioner for health care services?
 Yes No **(If no, skip to question 12)**

9. Where was the primary health care provider utilized most often located? **(Please select only ONE)**

<input type="radio"/> Fallon Medical Complex	<input type="radio"/> Miles City	<input type="radio"/> Glendive
<input type="radio"/> St. Vincent Healthcare	<input type="radio"/> Billings Clinic	<input type="radio"/> Bowman, ND
<input type="radio"/> Bismarck, ND	<input type="radio"/> Dickinson, ND	<input type="radio"/> Rapid City, SD
<input type="radio"/> Other _____		

10. Why did you select the primary care provider you are currently seeing? **(Select all that apply)**

<input type="radio"/> Appointment availability	<input type="radio"/> Recommended by family or friends
<input type="radio"/> Clinic's reputation for quality	<input type="radio"/> Referred by physician or other provider
<input type="radio"/> Closest to home	<input type="radio"/> Required by insurance plan
<input type="radio"/> Cost of care	<input type="radio"/> VA/Military requirement

- Length of waiting room time
- Indian Health Services
- Prior experience with clinic
- Other _____

11. If you routinely seek primary health care outside of Fallon Medical Complex (FMC), what are the reasons why you do so? **(Select all that apply)**

- Cost of care
- Closest to home
- Closest to work
- Quality of equipment
- Quality of staff
- Prior relationship with other provider
- More privacy
- Required by insurance plan
- VA/Military requirement
- I/we do not use services outside FMC
- Other _____

12. If you need primary care services in the future, which facility would you use? **(Please select only ONE)**

- Fallon Medical Complex
- St. Vincent Healthcare
- Bismarck, ND
- Miles City
- Billings Clinic
- Dickinson, ND
- Glendive
- Bowman, ND
- Rapid City, SD
- Other _____

13. In the past three years, have you or a household member seen a health care specialist (other than your primary care provider) for health care services. Yes No **(If no, skip to question 16)**

14. What type of health care specialist was seen? **(Select all that apply)**

- Cardiologist
- OB/GYN
- Podiatrist
- Chiropractor
- Occupational therapist
- Rheumatologist
- Dentist
- Oncologist
- Speech therapist
- ENT (ear/nose/throat)
- Optometrist
- Urologist
- Gastroenterologist
- Orthopedic surgeon
- Other _____
- General surgeon
- Pediatrician
- Mental health professional
- Physical therapist

15. Where was the health care specialist seen? **(Select all that apply)**

- Fallon Medical Complex
- St. Vincent Healthcare
- Bismarck, ND
- Miles City
- Billings Clinic
- Dickinson, ND
- Glendive
- Bowman, ND
- Rapid City, SD
- Other _____

16. The following services are available at Fallon Medical Complex. Please rate the overall quality for each service. **(Please mark DK if you haven't used the service)**

	Excellent = 4	Good = 3	Fair = 2	Poor = 1	Don't Know = DK
Emergency room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laboratory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical/occupational therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
X-Ray	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nursing home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telemedicine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wibaux clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outpatient surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. What additional health care services would you use if they were available locally?

18. Preventative testing and services help to prolong lifespan and can lead to early diagnosis of serious health problems. Which of the following services have you used in the past year? **(Select all that apply)**

- Mammography
- Prostate (PSA)
- Point of care test (Pro Time test)
- Yearly women's exam
- Colonoscopy
- Cholesterol check
- Skin check
- Routine blood pressure check
- Health fair
- Diabetes screening (A1C)
- Other _____

Awareness of Services

19. How do you rate your knowledge of the health services that are available at Fallon Medical Complex?
 Excellent Good Fair Poor
20. How do you learn about the health services available in our community? **(Select all that apply)**
 Yellow pages Newspaper Health fair Radio Health care provider
 Word of mouth Website/internet Presentations Posters Posters
21. Which community health resources, other than the hospital or clinic, have you used in the last three years?
(Select all that apply)
 Pharmacy Public health Audiologist Mental health Telemedicine
 Dentist Senior center Optometrist Chiropractor Other _____
22. Have you attended any health education classes/programs in our area on the following subjects within the last three years?
(Select all that apply)
 Alcohol/substance abuse Fitness Smoking cessation Diabetes
 Cancer Heart disease Weight loss Arthritis
 Dental care Mental health Parenting Wellness Other _____
23. If Fallon Medical Complex were to provide classes to the community, which classes would you be most interested in attending? **(Select all that apply)**
 Alcohol/substance abuse Diabetes Men's health Smoking cessation
 Alzheimer's Fitness Mental health Weight loss
 Cancer Health & wellness Nutrition Women's health
 Child wellness Heart disease Parenting Multiple sclerosis/MS
 Other _____
24. If Fallon Medical Complex were to start a program to provide education information about health issues, what would be your preferred way to get that information?
 Pamphlets or other printed materials Radio TV
 Classes in the community Newspaper Internet/web
25. In your opinion, what would improve our community's access to healthcare? **(Select all that apply)**
 Greater health education services More primary care providers Cultural sensitivity
 Improved quality of care Transportation assistance Clinic open Saturday
 Interpreters services Clinic open longer hours More specialists
26. In your opinion, how important are local health care services to the economic well-being of the local area? **(Please select only ONE)**
 Very important Important Not important Don't know
27. How important is it to have the hospital remain open within our community to be living in?
 Very important Important Not important Don't know

Community Health

28. How would you rate our local community as a healthy community to be living in?
 Very healthy Healthy Somewhat healthy Unhealthy Very unhealthy
29. In the following list, what do you think are the three most serious health concerns in your community?
(Select 3 that apply)
 Alcohol/substance abuse Lack of access to health care Recreational related accidents/injuries
 Cancer Lack of dental care Stroke
 Child abuse/neglect COPD – Lung health Tobacco use
 Diabetes Mental health issues Work related accidents/injuries
 Domestic violence Motor vehicle accidents Other _____
 Heart disease Obesity

30. Select the **three** items below that you believe are most important for a healthy community: **(Select 3 that apply)**
- | | |
|---|---|
| <input type="checkbox"/> Access to health care and other services | <input type="checkbox"/> Low crime/safe neighborhoods |
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> Low death and disease rates |
| <input type="checkbox"/> Arts and cultural events | <input type="checkbox"/> Low level of domestic violence |
| <input type="checkbox"/> Clean environment | <input type="checkbox"/> Parks and recreation |
| <input type="checkbox"/> Community involvement | <input type="checkbox"/> Religious or spiritual values |
| <input type="checkbox"/> Good jobs and healthy economy | <input type="checkbox"/> Strong family life |
| <input type="checkbox"/> Good schools | <input type="checkbox"/> Tolerance for diversity |
| <input type="checkbox"/> Healthy behaviors and lifestyles | <input type="checkbox"/> Other _____ |
31. How receptive are you with participating in a community wide initiative to improve health in our community?
- Very interested Interested Neutral Not interested Very uninterested

Health Insurance

32. What type of medical insurance covers the majority of your household's medical expenses? **(Please select only ONE)**
- | | | | |
|---|--|--|--|
| <input type="checkbox"/> None | <input type="checkbox"/> MT Healthy Kids | <input type="checkbox"/> Private pay insurance | <input type="checkbox"/> State/Other |
| <input type="checkbox"/> Employer sponsored | <input type="checkbox"/> Medicaid | <input type="checkbox"/> Health Saving Account | <input type="checkbox"/> Indian Health |
| <input type="checkbox"/> Medicare | <input type="checkbox"/> VA/Military | <input type="checkbox"/> Agricultural Corp. Paid | <input type="checkbox"/> Other _____ |
33. How well do you feel your medical insurance covers your health care costs?
- Excellent Good Fair Poor
34. If you **do NOT** have medical insurance, why? **(Select all that apply)**
- | | |
|---|---|
| <input type="checkbox"/> Cannot afford to pay for medical insurance | <input type="checkbox"/> Choose not to have medical insurance |
| <input type="checkbox"/> Cannot get medical insurance due to medical issues | <input type="checkbox"/> Employer does not offer insurance |
| | <input type="checkbox"/> Other _____ |
35. Are you aware of programs that help people pay for health care bills?
- Yes, and I use them Yes, but I do not qualify No Not sure

Demographics

All information is kept confidential and your identity is not associated with any answers.

36. Where do you currently live by zip code?
- | | | | | |
|--|--|---------------------------------------|--|--|
| <input type="checkbox"/> 59313 Baker | <input type="checkbox"/> 59324 Ekalaka | <input type="checkbox"/> 59344 Plevna | <input type="checkbox"/> 59353 Wibaux | <input type="checkbox"/> 58632 Golva, ND |
| <input type="checkbox"/> 58621 Beach, ND | <input type="checkbox"/> 58643 Marmath, ND | <input type="checkbox"/> 59336 Ismay | <input type="checkbox"/> 59354 Willard | |
37. What is your gender? Male Female
38. What is your age range?
- 18-25 26-35 36-45 46-55 56-65 66-75 76-85 86+
39. What is your employment status?
- | | | |
|---|--|--|
| <input type="checkbox"/> Work full time | <input type="checkbox"/> Student | <input type="checkbox"/> Not currently, seeking employment |
| <input type="checkbox"/> Work part time | <input type="checkbox"/> Collect disability | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Retired | <input type="checkbox"/> Unemployed, but looking | |

Please return in the postage paid envelope enclosed with this survey or mail to:
National Rural Health Resource Center, 600 East Superior Street, Suite 404 Duluth MN 55802

THANK YOU VERY MUCH FOR YOUR TIME

Please note that all information will remain confidential

Appendix B- Responses to Other and Comments

2. If yes, what were the three most important reasons why you did not receive health care services?

- Too high of a deductible

4. If yes, which hospital does your household use the most for hospital care?

- VA Ft. Meade, SD
- Surgical Center, Rapids City

5. What hospital services were used?

- OB delivery of baby
- Clinic
- Neurosurgery
- Colonoscopy
- Major surgery, back/heart.
- Retina surgery
- MRI
- CT scans
- Obstetrics
- Ultrasound
- Heart

6. Thinking about the hospital you use most frequently, what were the three most important reasons for selecting that hospital?

- OB delivery of baby
- No option
- More personal care than in the big city hospitals
- My current healthcare provider
- Great place to be sick

7. If you needed emergency medical services in the future, which facility would you use?

- Dahl Memorial in Ekalaka
- Depends upon problem
- VA
- Depends on where I'm at the time
- Sidney (2)
- Closest to need

9. Where was the primary health care provider utilized most often located?

- West River Hettinger (2)
- Ekalaka (2)
- Dahl Memorial in Ekalaka (2)
- Dahl Memorial Hospital
- Hettinger, ND
- Beach, ND (2)
- Wibaux (2)
- Billings
- Sidney

10. Why did you select the primary care provider you are currently seeing?

- Very satisfied with PA Amie Schillinger
- Closest to work
- Availability

11. If you routinely seek primary health care outside of Fallon Medical Complex (FMC), what are the reasons why you do so?

- Specialists
- Depending on where we are at the time
- We use FMC for all minor problems most of what we need is for/with the specialist needed
- Referred by FMC doctors
- For services not provided by FMC
- Surgery
- Cardiology
- Neurologist
- To see a pediatrician

12. If you needed primary care services in the future, which facility would you use?

- West River Hettinger
- Hettinger
- Depends on problem
- Ekalaka (2)
- Wibaux
- Depends what it is for
- Dahl Memorial Hospital
- Dahl Memorial in Ekalaka
- Sidney
- Beach, ND

14. What type of health care specialist was seen?

- PA
- Oncologist, Billings
- Neurologist (2)
- Dermatologist (5)
- Breathing specialist
- Pulmonary Specialist
- Neurosurgeon (2)
- Hematologist
- Allergist
- Endocrinologist (5)
- Allergy and asthma specialist
- Retinal specialist (2)
- Back surgeon
- Sleep specialist
- Kidney Dr.
- Ophthalmologist
- Pulmonologist (2)
- Stroke Specialist
- Skin cancer Dr.
- Surgery for pace maker
- MRI
- Internist
- Nephrologist

15. Where was the health care specialist seen?

- Hettinger, ND
- Bowman, ND
- Fargo, ND
- Yellowstone Medical
- Arthritis Center Billings
- Frontier Cancer Center– Billings
- Forsyth (2)
- Billings
- Sturgis, SD
- Yellowstone in Billings
- Beach, ND
- Billings, MT (3)
- Private cardiologist

- Bozeman, MT (2)
- Mayo, Rochester, MN (2)
- VA Ft. Meade, SD
- Fairview Health
- Spearfish, SD

17. What additional health care services would you use if they were available locally?

- Chemo therapy
- Delivery
- Dermatology
- Ear, nose and throat
- Endocrinology
- Gastroenterology
- Lamaze and parenting classes
- Major surgery
- Mental health services office
- OB/GYN
- Occupational therapy
- Oncology
- Pediatric
- Pulmonology
- Retinal specialist
- Rheumatology
- Speech therapy
- Ultrasound
- Pediatrician, OB
- More nursing home facilities
- Specialist doctors coming in on certain days
- Chiropractor
- OB/GYN, Lamaze, Parenting classes
- Ultrasound, endocrinologist

18. Preventative testing and services help to prolong lifespan and can lead to early diagnosis of serious health problems. Which of the following services have you used in the past year?

- Blood work
- TSH levels
- Well Child
- Vitamin D

20. How do you learn about the health services available in our community?

- Family
- Live here
- Public Health
- TV channel 3
- Work here

21. Which community health resources, other than the hospital or clinic, have you used in the last three years?

- Dentist in Bowman
- Chiropractor in Miles City
- None

22. Have you attended any health education classes/programs in our area on the following subjects within the last three years?

- No (6)
- Pain Control
- Physical Therapist
- CNA training, Carter Co.

23. If Fallon Medical Complex were to provide classes to the community, which classes would you be most interested in attending?

- None for lack of privacy
- Advanced education
- Arthritis
- Pain management

25. In your opinion, what would improve our community's access to health care?

- Wibaux Clinic Full Time
- Walk in clinic hours

29. In the following list, what do you think are the three most serious health concerns in your community?

- MS
- Costs/Insurance (2)

30. Select the three items below that you believe are most important for a healthy community.

- Baptist church
- Down town school
- Group home
- All of the above

32. What type of medical insurance covers the majority of your household's medical expenses?

- Medicare Advantage (2)

34. If you do NOT have medical insurance, why?

- I have it on my daughter, but cannot afford it on myself
- 5 of my children are not insured because my 2 adopted children would then lose their Medicaid coverage
- Make too much for Healthy Kids, but not enough to insure kids at all

38. What is your age range?

- 76-85, past Obama Care

39. What is your employment status?

- Self employed rancher (5)
- Homemaker
- Self employed (7)
- Retired (2)
- Too old
- Paralyzed from stroke in Jan. of 2008
- Work 10 hours a week, homemaker
- Stay at home mom

Appendix C- Focus Group Questions

1. What would make this community a healthier place to live?
2. What do you think are the most important local health care issues? (Probe question: What do you think are the biggest issues facing local health care services?)
3. We are now going to ask you for your views about the Medical Complex. What do you think of the medical center in terms of:
 - Quality of care
 - Number of services
 - Hospital staff (style of care, competence)
 - Hospital board and leadership (good leaders, trustworthy)
 - Business office
 - Condition of facility and equipment
 - Financial health of the hospital
 - Cost
 - Office/clinic staff
 - Availability
4. Are any of the local physicians (midlevel providers) your personal physician or personal physician to your family members? Why?
5. What do you think about these local services:
 - ER
 - Ambulance service
 - Health care services for the elderly
 - Public/County health department
 - Health care services for the poor
 - Assisted living facility
6. What other healthcare services are needed in the community?

Appendix D- Focus Groups Notes

Focus Group #1

Tuesday, August 2, 2011 12:00 PM – Fallon Medical Complex

1. What would make this community a healthier place to live?
 - In facility gym or exercise room with treadmill, stationary bike or other cardio equipment for people who can't bicycle
 - Mental health counseling
 - I think Baker is a very health place to live
 - We need a youth skateboard park or movie theatre- stuff for the kids to keep young people here and keep them away from drugs and alcohol

2. What do you think are the most important local health care issues?
 - Diabetes
 - Chronic obstructive pulmonary disease (COPD)
 - Heart disease
 - Cancer
 - Arthritis

3. What do you think of the hospital in terms of:
 - Quality of care
 - Medical care here is great, but I haven't been in the hospital
 - Doctors are good
 - Number of services
 - There are a bunch of services
 - Hospital staff
 - Exceptional
 - Hospital board and leadership
 - Yes, they are good leaders
 - They do good landscaping
 - Condition of facility and equipment
 - It is improving slowly. There are also renovations being done
 - Cost
 - Try to stay comparable with other facilities
 - Office/Clinic staff
 - They are great
 - We love them

- Availability
 - Always available
4. Are any of the local physicians your personal physicians? Why?
- Yes, it's handy and they are good. I like them
 - Yes, it's a long ways to go and she's good (Amy)
 - Yes, mine has been here as long as I have
 - Yes, records are available and they are more than willing to send you on if needed
5. What do you think about these local health care services:
- ER
 - Good, my daughter was taken care of immediately
 - Very good
 - Ambulance
 - Hospital needs its own ambulance with paid paramedics
 - It's all volunteer
 - Very good
 - Health care services for the elderly
 - Going well
 - Would be nice to have a specialist
 - Hospice service system would be nice
 - They (providers) look at you as a whole person rather than just an illness
 - We have a great nursing home
 - Public/County health department
 - They are good and willing to help
 - Health care services for the poor
 - Not enough awareness of services available
6. What other healthcare services are needed in the community?
- Pediatrician
 - Hospice
 - Mental Health
 - OB/GYN
 - Respite care
 - Adult daycare

Focus Group #2

Tuesday, August 2, 2011 7:00 PM – Fallon Medical Complex

1. What would make this community a healthier place to live?
 - Housing, if you can't find a place to live it can be stressful to live or work
 - More specialists to visit once a month
 - For this size of a community, we have a lot to offer

2. What do you think are the most important local health care issues?
 - MS (Multiple Sclerosis) cases, we have a high percentage
 - Cancer
 - People don't seem to know about the help that is offered or available services

3. What do you think of the hospital in terms of:
 - Quality of care
 - Good quality
 - We are very lucky to have this facility

 - Number of services
 - Offer a lot
 - If they do not offer it, they are good at finding an outsource

 - Hospital staff
 - They are competent

 - Hospital board and leadership
 - Nice variety of members

 - Business office
 - I think it is fine

 - Condition of facility and equipment
 - Getting better
 - New floor and new look
 - Getting equipment updated

 - Financial health of the hospital
 - CFO is very protective of money
 - Nothing is spent unnecessarily

- Cost
 - Same as everywhere else
 - Office/Clinic staff
 - They are good
 - Availability
 - Always open
4. Are any of the local physicians your personal physicians? Why?
- Yes, I don't want to travel and they are very knowledgeable and caring
 - They know you. You aren't just a number
5. What do you think about these local health care services:
- ER
 - Nice, efficient
 - Ambulance
 - We need more volunteers, we only have three
 - Health care services for the elderly
 - Providers are very knowledgeable
 - Public/County health department
 - Haven't had to utilize since my kids grew up, but they are fine
 - Health care services for the poor
 - Better than other counties
 - Good
6. What other healthcare services are needed in the community?
- Visiting doctors (specialists) for – heart, foot, OB/GYN, Podiatrist, Endocrinologist

Focus Group #3

Wednesday, August 3, 2011 10:00 AM – Fallon Medical Complex

1. What would make this community a healthier place to live?
 - Seems healthy to me
 - Prevention for drugs and alcohol-we need things here for older youth to do
 - Education about alcohol abuse (we have 7 bars and 1 grocery store)

2. What do you think are the most important local health care issues?
 - Obesity, especially in children
 - Mental health
 - Alcoholism in older people creates more problems in the younger generation because children of alcoholics don't get the help they need
 - We do not have any services for children with behavior problems
 - We have no at home help that is affordable

3. What do you think of the hospital in terms of:
 - Quality of care
 - Excellent hospital, providers and staff
 - Housekeeping and laundry staff are hard to keep around here because jobs in oil fields pay better

 - Number of services
 - We don't have a hospice; it would help out a lot.

 - Hospital staff
 - Nurses are pretty good and competent

 - Hospital board and leadership
 - Good leaders in the community who care about the hospital
 - Dedicated and motivated to do the right thing

 - Business office
 - They handle matters pretty good, if anything comes up they do their best to resolve it
 - Everything is handled in house

 - Condition of facility and equipment
 - We are trying to keep up
 - We have a facility we can be proud of
 - People come in here and are impressed in comparison to other facilities our size
 - Electronics are constantly changing and expensive, but we try to keep up

 - Financial health of the hospital
 - If health insurance and Medicaid paid more of their fair share we would be better off
 - We don't have the income of larger hospitals, but we are treated the same

- Cost
 - Health care in general is very expensive
 - Office/Clinic staff
 - Friendly and willing to help
 - They are excellent, competent and knowledgeable
 - Very good
 - Availability
 - Always open
4. Are any of the local physicians your personal physicians? Why?
- I do, I have confidence in them and they talk to specialists
 - Yes, it's convenient
 - Yes, it keeps business local and keeps things going
5. What do you think about these local health care services:
- ER
 - Can't appreciate it until you need it, but it's nice to have it when you need it
 - Ambulance
 - We need to be very grateful for them
 - Not enough staff, but they are very dedicated
 - Huge commitment of a volunteer
 - Costs them a lot of money
 - There are 6 EMT's and only 4 take regular calls
 - Health care services for the elderly
 - Mom lives here and gets excellent care
 - There is no access to specialty care for the elderly. We have telemedicine, but that does not fix all
 - Public/County health department
 - Offer great services for the youth and older people
 - County is very generous in helping fund health services
 - Health care services for the poor
 - The poor are a little better off than the struggling middle class

6. What other healthcare services are needed in the community?

- Hospice
- Nursing home needs a van to transport older people
- In house massage therapist
- Full time dentist
- Full time eye doctor